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9 **UNITED STATES DISTRICT COURT**

10 **CENTRAL DISTRICT OF CALIFORNIA – WESTERN DIVISION**

11 MESROP SHIRINYAN, Individually,  
12 and On Behalf of a Class of Similarly  
13 Situated Individuals,

14 Plaintiffs,  
15 v.

16 NISSAN NORTH AMERICA, INC., a  
17 California Corporation, and NISSAN  
18 JIDOSHA KABUSHIKI KAISHA  
d/b/a NISSAN MOTOR CO., LTD., a  
19 Publicly Traded Company In Japan,

20 Defendants.

Case Number:

**CLASS ACTION COMPLAINT FOR:**

- (1) **Violations of California Consumer Legal Remedies Act (Cal. Civ. Code § 1750, *et seq.*);**
- (2) **Violations of Unfair Competition Law (Cal. Bus. & Prof. Code § 17200, *et seq.*);**
- (3) **Fraudulent Omission;**
- (4) **Breach of Implied Warranty pursuant to Song-Beverly Consumer Warranty Act (Cal. Civ. Code §§ 1792 and 1791.1, *et seq.*);**
- (5) **Breach of Written Warranty under the Magnuson-Moss Warranty Act (15 U.S.C. § 2301, *et seq.*); and**
- (6) **Breach of Express Warranty (Cal. Com. Code § 2313)**

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**JURY TRIAL DEMANDED**

**INTRODUCTION**

1           1. Plaintiff Mesrop Shirinyan (“Plaintiff”) brings this action individually  
2 and on behalf of all similarly situated persons (“Class Members”) who purchased  
3 or leased certain defective Nissan Versa vehicles that were designed,  
4 manufactured, distributed, marketed, sold, and leased by Defendants Nissan North  
5 America, Inc. (“NNA”) and Jidosha Kabushiki Kaisha d/b/a Nissan Motor Co.,  
6 Ltd. (“NMC”) (collectively “Nissan” or “Defendants”).

7           2. Defendants designed, manufactured, distributed, marketed, sold, and  
8 leased model year 2007 through 2011 Nissan Versa vehicles (“Class Vehicles”) to  
9 Plaintiff and the other Class Members.

10          3. Beginning in 2007, if not before, Defendants knew or should have  
11 known that the Class Vehicles contain one or more design and/or manufacturing  
12 defects in their front suspensions that can cause shuddering, clunking, popping  
13 and bumping sensations when the steering wheel is turned and/or the vehicle  
14 driven over uneven surfaces, and ultimately can cause one or both of the front coil  
15 springs to suddenly and unexpectedly snap (“Suspension Defect”).

16          4. The Suspension Defect poses a grave safety hazard and is  
17 unreasonably dangerous to consumers. While the Class Vehicles are in motion, the  
18 Defect can suddenly and unexpectedly, at any time and any speed, cause front  
19 suspension failure resulting in compromised steering and/or the snapping of one or  
20 both front coil springs and/or front suspension collapse, thereby preventing the  
21 vehicles from traveling in a straight line; shredding, shearing, or puncturing the  
22 tires; damaging brake lines and wheel bearings; locking up the steering wheel or  
23 causing it to pull to one or both sides; and causing fishtailing and spinning. These  
24 effects, individually or in combination, can result in a catastrophic loss of control  
25 of the vehicle while in operation at any time and under any driving conditions or  
26 speeds, thereby exposing Class Vehicle drivers, their passengers and others who  
27 they share the road with to serious risk of accidents and/or injury.

1       5.     The Suspension Defect can also cause pieces of the broken coil  
 2 springs and other debris to fall onto and litter the roadway posing additional safety  
 3 hazard to drivers, passengers, and other motorists with whom they share the road.<sup>1</sup>

4       6.     In addition to these safety hazards, the cost to repair the Suspension  
 5 Defect and the damage that it causes can be exorbitant, requiring consumers to pay  
 6 hundreds, if not thousands, of dollars.

7       7.     Plaintiff is informed and believes and based thereon alleges that  
 8 Defendants knew or should have known that the Class Vehicles are defective and  
 9 not fit for their intended purpose of providing consumers with safe and reliable  
 10 transportation. Nevertheless, Defendants have actively concealed the Suspension  
 11 Defect from Plaintiff and the other Class Members, and failed to disclose it to  
 12 them, at the time of purchase or lease and thereafter. This undisclosed defect has  
 13 caused Plaintiff and prospective class members to experience the Suspension  
 14 Defect throughout the life of the Class Vehicles, which includes use within the  
 15 warranty period. Had Plaintiff and prospective Class Members known about the  
 16 Suspension Defect, they would not have purchased the Class Vehicles or would  
 17 have paid less for them.

18      8.     Plaintiff is also informed and believes and based thereon alleges that  
 19 as the number of consumer complaints about the Suspension Defect increased,  
 20 between 2008 to 2011 Defendant issued several Technical Service Bulletins  
 21 (“TSBs”) to only its dealers in which it acknowledged the existence of the  
 22 Suspension Defect and implemented various repairs in attempt to fix the Defect.<sup>2</sup>

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24      <sup>1</sup> Consumers lodging complaints with the National Highway Traffic Safety  
 25 Administration (“NHTSA”) frequently note that the Suspension Defect  
 26 constitutes a safety issue. Some consumers have even been involved in  
 accidents, including one person whose vehicle fishtailed and spun out of control  
 while getting on the freeway.

27      <sup>2</sup> The TSBs discussed herein were not disseminated to owners and lessees  
 28 of the Class Vehicles. The various TSBs direct Nissan dealers to make certain  
 repairs whenever consumers complaint of a “noise (clunking, popping,

1       9. The final TSB that Defendants issued in an attempt to repair the  
2 Suspension Defect was in March 2011. In this TSB, Defendants directed their  
3 dealers that in response to consumer complaints of “A noise (clunking, popping,  
4 or bumping) coming from the front strut assembly when the steering wheel is  
5 turned,” to install tubes on both ends of both (left and right) front suspension  
6 coil springs, and replace both (left and right) strut mounting bearings with  
7 modified bearings.<sup>3</sup>

8       10. Plaintiff is informed and believes and based thereon alleges that  
9 despite notice of the Defect from numerous consumer complaints, warranty data,  
10 and dealership repair orders, Defendants have not recalled the Class Vehicles to  
11 repair the Defect, have not offered their customers a suitable repair or  
12 replacement free of charge, and have not offered to reimburse the Class  
13 Vehicles’ owners and leaseholders the costs they incurred relating to diagnosing  
14 and repairing the Suspension Defect and the related damage that it causes.

15       11. Nissan knew of and concealed the Suspension Defect that is  
16 contained in every Class Vehicle, along with the attendant dangerous safety  
17 problems and associated repair costs, from Plaintiff and the other Class Members  
18 both at the time of sale and repair and thereafter. Had Plaintiff and the other  
19 Class Members known about the Defect at the time of sale or lease, Plaintiff and  
20 the Class Members would not have purchased the Class Vehicles or would have  
21 paid less for them. As a result of their reliance on Defendants’ omissions and/or  
22 misrepresentations, owners and/or lessees of the Class Vehicles have suffered  
23 ascertainable loss of money, property, and/or loss in value of their Class  
24 Vehicles.

25 \_\_\_\_\_  
26 bumping)” when the steering wheel is turned.

27       <sup>3</sup> With respect to 2010 and certain 2011 Versa vehicles, the TSB directed  
28 dealers to only install the tubes (not bearings) on both ends of both (left and  
right) suspension coil springs.

12. Plaintiff and the Class Members have experienced or are substantially certain to experience the Suspension Defect before the expected useful life of the Class Vehicles has run.

13. As a result of the Suspension Defect, Plaintiff and the other Class Members have been harmed and have suffered actual damages.

## **PARTIES**

## Plaintiff Mesrop Shirinyan

14. Plaintiff Mesrop Shirinyan is a California citizen who lives in Glendale, California. Mr. Shirinyan purchased a new 2008 Nissan Versa from Glendale Nissan, in Glendale, California, in December 2007. Mr. Shirinyan purchased this vehicle primarily for his personal, family, or household purposes. This vehicle was designed, manufactured, sold, distributed, advertised, marketed, and warranted by Nissan, and bears the Vehicle Identification No. 3N1BC13E38L372687.

15. In addition to experiencing the Suspension Defect during the warranty period, Plaintiff also experienced the Suspension Defect outside of the 3 years/36,000 miles express warranty period. On or about December 28, 2011, Mr. Shirinyan took his vehicle (with approximately 21,713 miles on the odometer) to the dealer, complaining of a clunking noise coming from the front of the vehicle while making turns or traveling over bumps. The dealer confirmed that the vehicle was suffering from suspension problems and determined that the 2011 TSB (NTB11-032) applied to his vehicle. As instructed by the TSB, the dealer removed and replaced both side strut mounting bearings and inserted tubes on the coil springs. The dealer then re-checked the vehicle and purportedly found no further noise. Instead of covering for free this acknowledged problem, the dealer charged Mr. Shirinyan \$387.02 out-of-pocket for the above repairs.

16. At all times, Mr. Shirinyan has driven his vehicle in a foreseeable manner and in the manner in which it was intended to be used.

## **Defendants:**

17. Defendant Nissan North America, Inc. (“NNA”) is a California corporation with its principal place of business located at One Nissan Way, Franklin, Tennessee 37067, and doing business in California.

18. Defendant Nissan Jidosha Kabushiki Kaisha d/b/a Nissan Motor Co., Ltd. (“NMC”) is the parent company of Nissan North America, Inc. Nissan Motor Co., Ltd. is publicly traded in Japan.

19. NNA and NMC (collectively, "Nissan" or "Defendants") are responsible for the importation, distribution, marketing, and sale of the Class Vehicles.

20. Plaintiffs are informed and believe, and based thereon, allege that NNA communicates with NMC concerning virtually all aspects of the Class Vehicles, and such communications targeted the suspension system. NNA regularly and routinely provided feedback to NMC regarding the distribution, sale, lease, servicing, and warranting of the Class Vehicles, including the Suspension Defect issues, and regularly and routinely provided information and approval concerning the testing of the suspension system, the implementation of design changes, and the implementation of countermeasures.

21. Whenever, in this Complaint, reference is made to any act, deed or conduct of Nissan, the allegation means that Nissan engaged in the act, deed, or conduct by or through one or more of its officers, directors, agents, employees or representatives who was actively engaged in the management, direction, control, or transaction of the ordinary business and affairs of Nissan.

## **JURISDICTION**

22. This is a class action.

23. This Court has jurisdiction over this action under the Class Action Fairness Act, 28 U.S.C. § 1332(d). The aggregated claims of the individual class members exceed the sum value of \$5,000,000, exclusive of interests and costs. This Court has jurisdiction over Nissan because it is registered to conduct business in California, has sufficient minimum contacts with California, or otherwise intentionally avails itself of the markets within California, through promotion, sale, marketing, and distribution of its vehicles in California, to render the exercise of jurisdiction by this Court proper and necessary.

## VENUE

24. Venue is proper in this District under 28 U.S.C. § 1391 because a substantial part of the events or omissions giving rise to Plaintiffs claims occurred in this District. Plaintiff's counsel's Declaration, to the extent required under California Civil Code section 1780(d), which reflects that a substantial part of the events or omissions giving rise to the claims alleged herein occurred, or a substantial part of property that is the subject of this action, is situated in this District, is attached hereto as Exhibit 1.

## **FACTUAL ALLEGATIONS**

25. For years, Nissan has designed, manufactured, distributed, sold, and leased the Class Vehicles. Upon information and belief, it has sold, directly or indirectly through dealers and other retail outlets, tens of thousands of Class Vehicles in California and nationwide.

26. The Suspension Defect can cause shuddering, clunking, popping, and bumping sensations when the steering wheel is turned and/or the vehicle is driven over uneven surfaces, and ultimately can cause one or both of the front coil springs to suddenly and unexpectedly snap and the suspension to collapse, thereby causing the Class Vehicles to veer, lurch, wander, fishtail, or spin; shredding, shearing, or puncturing the tires; damaging the brakes; and causing the steering wheel to lock up or pull to one or both sides—all while the vehicle is

1       in motion. The Defect poses a safety risk because it can cause a catastrophic  
2       loss of control of the vehicle during operation, at any time and at any speed.

3       27. Plaintiffs are informed and believe and based thereon allege that, as  
4       early as 2007, if not before, Nissan acquired its knowledge of the Suspension  
5       Defect through sources not available to Plaintiff and Class Members, including,  
6       but not limited to, pre-production testing, pre-production design failure mode  
7       and analysis data, production design failure mode and analysis data, early  
8       consumer complaints made exclusively to Nissan's network of dealers and  
9       directly to Nissan, aggregate warranty data compiled from Nissan's network of  
10      dealers, testing conducted by Nissan in response to consumer complaints, and  
11      repair order and parts data received by Nissan from Nissan's network of dealers.

12       28. Nissan had and has a duty to disclose the Suspension Defect and the  
13      associated repair costs to Class Vehicles' owners, among other reasons, because  
14      the Defect poses an unreasonable safety hazard; because Nissan had and has  
15      exclusive knowledge or access to material facts about the Class Vehicles and  
16      their front suspensions that were and are not known to or reasonably  
17      discoverable by Plaintiff and the other Class Members; and because Nissan has  
18      actively concealed the Suspension Defect from its customers.

19       29. Hundreds, if not thousands, of purchasers and lessees of the Class  
20      Vehicles have experienced the Suspension Defect. Complaints filed by  
21      consumers with the NHTSA and posted on the Internet demonstrate that the  
22      defect is widespread and dangerous. The complaints also indicate Nissan's  
23      awareness of the defect and how potentially dangerous the defective condition is  
24      (note that spelling and grammar mistakes remain as found in the original):

- 25                     • NHTSA Complaint: 2007 NISSAN VERSA. WAS DRIVING  
26                     DOWN THE STREET IN MY TOWN GOING AROUND 25  
27                     MPH WHEN IT SOUNDED AS THOUGH I HIT  
28                     SOMETHING, BUT LOOKED BACK AND DIDN'T SEE

1 ANYTHING. HEARD A POPPING NOISE WHEN I WOULD  
2 TURN RIGHT BUT THEN IT WENT AWAY, BUT THE  
3 CAR FELT FUNNY WHEN I DROVE IT, SO I TOOK IT  
4 INTO THE DEALER TO GET IT CHECKED OUT AND  
5 DISCOVERED THE PASSENGER SIDE HAS A BROKEN  
6 COIL SPRING. DID SOME RESEARCH AND  
7 DISCOVERED THIS IS A VERY COMMON ISSUE WITH  
8 THESE CARS, AND I LUCKED OUT SINCE MANY COIL  
9 SPRINGS, WHEN THEY BREAK, OFTEN TEAR APART  
THE TIRE, WHICH IF GOING AT HIGH SPEEDS COULD  
CAUSE A LOSS OF CONTROL OF THE VEHICLE AND  
CAUSE A POTENTIALLY SERIOUS/FATAL ACCIDENT.

\*TR

- 10
- NHTSA Complaint: 2007 NISSAN VERSA. WHILE  
11 DRIVING, MY RIGHT FRONT SUSPENSION FAILED;  
12 SPRING CUT INTO TIRE AND HAD TO BE REPLACED  
13 ALONG WITH BOTH FRONT COILS; I CHECKED THE  
14 COMPLAINT REGISTER ON THE NHTSA SITE AND  
15 NOTICED SEVERAL SIMILIAR INCIDENTS MAINLY  
16 INVOLVING THE RIGHT FRONT SPRINGS. MOST  
17 OCCUR UNDER LOW MILEAGE ON THE VEHICLES. IT  
18 WOULD APPEAR THAT A DEFECTIVE PART WAS  
19 INSTALLED THAT YEAR(2007) ON VERSA 1.8L  
20 VEHICLES.

21

  - NHTSA Complaint: 2007 NISSAN VERSA. HEARD A  
22 CLUNK OF METAL FROM FRONT RIGHT. STOPPED THE  
23 CAR AND INSPECTED THE FRONT AND FOUND RIGHT  
24 FRONT SPRING HAD BROKEN. IF THE SPRING HAD  
25 FALLEN OFF THE PERCH THERE WOULD HAVE BEEN  
26 LOSS OF CONTROL! \*TR

27

  - NHTSA Complaint: 2007 NISSAN VERSA. MY HUSBAND  
28 WAS BACKING OUR VERSA OUT OF THE DRIVEWAY  
WHEN HE HEARD A PIECE OF METAL HIT THE STREET  
AND THE FRONT PASSENGER SIDE OF THE VEHICLE  
SUNK DOWN. HE FOUND A U-SHAPED CHUNK OF  
METAL ON THE GROUND AFTER THE FRONT  
SUSPENSION COIL HAD CRACKED COMPLETELY  
CLEAN IN HALF. THE MECHANIC HAD TO REPLACE

1 THE ENTIRE FRONT SUSPENSION SYSTEM AS IT  
2 APPEARED TO HAVE THE BEGINNINGS OF A CRACK  
3 IN THE COIL ON THE OTHER SIDE AS WELL.  
4 FORTUNATELY, IT DID NOT HAPPEN WHILE DRIVING  
5 AT ANY SPEED. THE MECHANIC SAID HE WAS  
6 SURPRISED THAT THE DEALER HAD THE PARTS IN  
7 STOCK, MAKING ME THINK THIS MIGHT BE A  
8 COMMON PROBLEM. I REPORTED THE PROBLEM TO  
9 NISSAN AS WELL. \*TR

- 10
- 11 • NHTSA Complaint: 2007 NISSAN VERSA. OUR  
12 DAUGHTER WAS PULLING OUT OF OUR DRIVEWAY  
13 WHEN SHE HEARD A LOUD POP AND THE RIGHT  
14 FRONT OF CAR NOSE DOWN . SHE THEN BACKED  
15 BACK INTO THE DRIVEWAY AND CALLED ME. WHEN  
16 I CAN HOME I JACKED THE FRONT PASSENGER SIDE  
17 UP AND REMOVED THE TIRE TO FIND COIL SPRING  
18 HAD BROKE AND CUT A GROVE IN THE SIDEWAY OF  
19 THE TIRE.I FOUND THE OTHER PART OF THE COIL  
20 SPRING LAYING OUT IN THE ROAD 10 FEET FROM  
21 OUR DRIVEWAY.WHILE I WAS WORKING ON THE CAR  
22 I ASKED MY DAUGHTER TO CALL THE NISSAN  
23 DEALER ABOUT REPAIR COST WHICH THEY DID CALL  
24 BACK WITH BUT SHE SAID THE SERVICEMAN NEVER  
25 ASKED WHAT HAD HAPPENED. THIS IS A PROBLEM  
26 AND A SAFETY ISSUE WHICH NEEDS TO BE  
27 ADDRESSED.\*JS
  - 28 • NHTSA Complaint: 2007 NISSAN VERSA. DURING A  
REGULAR SERVICING, IT WAS DISCOVERED THAT  
THE FRONT COIL SPRING (DRIVER SIDE) HAD  
BROKEN. IT APPEARED THAT IT HAD BEEN BROKEN  
FOR SOME TIME DUE TO THE RUST EVIDENT  
THROUGHOUT THE BROKEN PIECE. THE VEHICLE  
HAS ONLY 16K MILES OF LIGHT SUBURBAN DRIVING,  
SO I FEEL A DEFECTIVE PART MUST HAVE BEEN  
USED IN THE MANUFACTURE OF THIS CAR. \*TR
  - NHTSA Complaint: 2007 NISSAN VERSA. BOTH FRONT  
SUSPENSION COILS BROKE. I HEARD, THEN SAW

1 SOMETHING DROP OFF MY CAR. I WENT BACK FOR  
2 THE PART AND DROVE TO THE DEALERSHIP. IT WAS  
3 PART OF A SUSPENSION COIL. THEY PUT IT UP ON  
4 THE RACKS AND FOUND THAT BOTH FRONT COILS  
5 WERE BROKEN. THEY SAID THEY HAVE NEVER SEEN  
6 THIS ON ANY CAR BEFORE. IT SEEMS TO ME THERE  
7 HAS TO BE A DEFECT EITHER IN THE METAL USED TO  
8 MAKE THE COIL OR IN THE DESIGN. THE DEALERSHIP  
9 SAID THERE IS NO RECALL ISSUED FROM NISSAN ON  
THIS, BUT I WONDER IF IT IS SOMETHING THAT  
SHOULD BE INVESTIGATED IN CASE THERE IS A  
DEFECT. I WAS LUCKY BUT SOMEONE ELSE MIGHT  
BE HURT IF THE SUSPENSION IS FALLING APART. \*TR

- 10
- NHTSA Complaint: 2007 NISSAN VERSA. WHILE  
11 PULLING AWAY FROM A PARKED POSITION IN OUR  
12 DRIVEWAY, THE PASSENGER SIDE FRONT COIL  
13 SPRING BROKE. THE REMAINING LARGER PORTION  
14 OF THE SPRING WAS NOW RUBBING AGAINST THE  
15 INSIDE WALL OF THE FR TIRE. THE JAGGED EDGE  
16 WAS CLOSER TO THE ENGINE SIDE, FORTUNATELY.  
17 THE SMALLER BROKEN PIECE WAS ON THE GROUND,  
18 SHAPED LIKE A HALF CIRCLE. THERE WAS NO RUST  
19 ON EITHER SPRING PIECE. \*TR

20

  - NHTSA Complaint: 2007 NISSAN VERSA. TL\* THE  
21 CONTACT OWNS A 2007 NISSAN VERSA. THE  
22 CONTACT STATED THAT WHILE THE VEHICLE WAS  
23 PARKED, THERE WAS A LOUD NOISE HEARD FROM  
24 THE VEHICLE. THE CONTACT LATER DISCOVERED  
25 THAT THE FRONT PASSENGER'S SIDE COIL SPRING  
WAS FRACTURED. THE DEALER STATED THAT THE  
COIL SPRING NEEDED TO BE REPLACED BUT DID NOT  
PROVIDE A REASON AS TO WHY THE COIL SPRING  
FRACTURED WHILE THE VEHICLE WAS NOT IN  
MOTION. THE FAILURE MILEAGE WAS 23,389. THE VIN  
WAS NOT AVAILABLE.

26

  - NHTSA Complaint: 2007 NISSAN VERSA. CAR JUST  
27 SEEMED TO BE LEANING ON THE LEFT SIDE, ALSO  
28 FOUND THAT THE RIDE WAS VERY ROUGH. TOOK IT

1 TO THE DEALER WHERE THEY FOUND THAT THE  
2 LEFT COIL SPRING AND SWAY BAR WERE SNAPPED  
3 IN HALF. \*TR

- 4
- NHTSA Complaint: 2007 NISSAN VERSA. POPPING  
5 NOISE HEARD IN SUSPENSION AND FELT IN STEERING  
6 COLUMN DURING LEFT AND RIGHT TURNS AT SLOW  
7 SPEEDS. PER NISSAN DEALERSHIP ITS BECAUSE OF A  
8 DEFECTIVE UPPER STRUT BEARING, PER THE TSB'S  
9 AND COMPLAINTS LISTED IT COULD RANGE FROM A  
10 NUMBER OF ISSUES INCLUDING THE INTERMEDIATE  
11 SHAFT AND LINKAGE. THE SUSPENSION ON THIS  
12 VEHICLE HAS SOME SERIOUS ISSUES THAT NEED TO  
13 BE ADDRESSED. \*TR
  - 14 • NHTSA Complaint: 2007 NISSAN VERSA. MY HUSBAND  
15 WAS BACKING OUT OF THE GARAGE AND A PIECE OF  
16 THE SUSPENSION COIL (DRIVER SIDE FRONT) FELL  
17 OFF FOR NO REASON. MY FOUR YEAR OLD TWINS  
18 WERE IN THE BACK IN THEIR CAR SEATS. WE ARE  
19 CURRENTLY TOWING IT TO GET IT FIXED. WE  
20 CALLED A DEALERSHIP AND THEY SAID ONLY  
21 CERTAIN VEHICLES FROM THAT TIME PERIOD ARE  
22 COVERED FOR THIS DEFECT. THERE IS A NATIONAL  
23 TECHNICAL SERVICE BULLETIN ABOUT IT. OUR CAR  
24 IS NOT COVERED (DETERMINED BY DEALERSHIP BY  
25 VIN). I WOULD HATE TO THINK WHAT WOULD HAVE  
26 HAPPENED IF MY FAMILY WAS NOT IN THE  
27 DRIVEWAY BUT INSTEAD DRIVING DOWN THE ROAD  
28 WHEN THIS HAPPENED. \*TR
  - NHTSA Complaint: 2007 NISSAN VERSA. THE DRIVER'S  
22 SIDE FRONT SPRING BROKE ON MY 2007 NISSAN  
23 VERSA. LUCKILY, I WAS DRIVING SLOWLY (ABOUT  
24 30MPH) ON A QUIET ROAD (NO BIG POT HOLES OR  
25 BUMPS). I HEARD A HUGE POP AND THEN HAD  
26 TROUBLE STEERING. AFTER PULLING IT INTO A GAS  
27 STATION, I QUICKLY NOTICED THAT THE ENTIRE  
28 FRONT DRIVER'S SIDE WAS NEARLY RESTING ON MY  
FRONT TIRE. LUCKILY, THE TIRE WASN'T  
COMPROMISED BY THE SPRING/BODY. THE CAR WAS

1 NOT DRIVABLE AND HAD TO BE TOWED. FROM MY  
2 KNOWLEDGE OF CARS, SPRINGS TEND TO LAST FOR  
3 THE LIFETIME (OR BEYOND) OF THE VEHICLE. THIS IS  
4 DANGEROUS AND UNEXPECTED. \*TR

- 5
- 6 • NHTSA Complaint: 2007 NISSAN VERSA. NISSAN  
7 VERSA 2007 FRONT COIL SPRING SNAPPED. THE CAR  
8 WAS PARKED IN DRIVEWAY AS WE BACKED UP  
9 HEARD LOUD CLUNK PIECE OF COIL WAS ON  
10 GROUND. LUCKY TO BE IN DRIVEWAY AT TIME IT  
11 HAPPENED. TOOK CAR TO MONROES THE TRIED TO  
12 GET PART NO GOOD WENT TO DEALER. THEY FIRST  
13 SAID 2 DAYS TO GET PART . DID NOT HAPPEN. NOT  
14 THE PART HAS AN UNKNOWN ETA. NISSAN DEALER  
15 PARTS PERSON SAID THERE WE 584 COILS ON BACK  
16 ORDER. THIS PROBLEM SEEM TO BE METAL DEFECT  
17 WHEN THE SPRING WAS MADE. REALLY HARD TO  
18 BELIEVE NISSAN DOES NOT HAVE ANY IN  
19 STOCK.THEY ARE STILL PRODUCING VERSAS SO  
20 WHY NOT GET THE COIL SPRINGS FROM THE  
21 ASSEMBLY PLANT. IT IS COSTING A LOT OF MONEY  
22 TO RENTAL A VEHICAL WITH NO REPAIR IN SITE.  
23 MAYBE THIS NEED TO BE A RECALL ON THIS PART. I  
24 HAVE A PIECE OF THE COIL IF NEEDED FOR  
25 ANALIZING. THANKS \*TR
  - 26 • NHTSA Complaint: 2007 NISSAN VERSA. LEFT FRONT  
27 COIL SPRING BROKE. CAR WAS PARKED IN GARAGE  
28 AND WHEN IT WAS STARTED IN ORDER TO BACK OUT  
OF THE GARAGE, THERE WAS A BANGING SOUND. I  
GOT OUT TO SEE IF I HAD HIT ANYTHING ON THE  
GARAGE AND FOUND A PIECE OF THE SPRING ON THE  
GARAGE FLOOR. SPRING WAS REPLACED. \*TR
  - NHTSA Complaint: 2007 NISSAN VERSA. NOISY WORN  
FRONT STRUT BUSHINGS. \*TR
  - NHTSA Complaint: 2007 NISSAN VERSA. TL\*THE  
CONTACT OWNS A 2007 NISSAN VERSA. THE

1 CONTACT STATED THAT WHEN ATTEMPTING A  
2 RIGHT TURN AT ANY SPEED, THERE WAS AN  
3 UNUSUAL GRINDING NOISE COMING FROM THE  
4 STEERING WHEEL. THE VEHICLE WAS NOT TAKEN  
5 FOR INSPECTION OR REPAIRS. THE MANUFACTURER  
6 WAS NOT CONTACTED. THE FAILURE MILEAGE WAS  
7 26,500. RE-MAILED 11/19/10. \*LJ UPDATED 12/03/10. \*LJ  
8 UPDATED 11/23/11\*BF THE CONSUMER ALSO STATED  
9 THE STRUT BUSHING WERE DEFECTIVE. UPDATED  
10 11/30/11

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- NHTSA Complaint: 2007 NISSAN VERSA. ON JUNE, 2008 I PURCHASE NISSAN VERSA FROM AN INSURANCE AUCTION. THE DAMAGES ON THE VEHICLE WERE ON REAR END, AND FRONT BUMPER WAS MISSING. NO DAMAGES ON THE FRONT. I PERSONALLY FIXED THE BODY DAMAGES AND PRESENT THE VEHICLE TO SALVAGE INSPECTION. THE VEHICLE SUCCESSFULLY PASSED THE TEST AND WAS REGISTERED WITH RESTORE SALVAGE TITLE. ODOMETER WAS SHOWING LITTLE OVER 12000MI. THE FIRST 1000MI. I DIDN'T HAVE ANY PROBLEMS. WHEN THE VEHICLE REACHED ABOUT 13000MI. I NOTICED A CLUNKING AND KNOCKING NOISE IN THE FRONT END OF THE VEHICLE AND I FELT IT IN THE STEERING WHEEL. THE NOISE WAS COMING FROM PASSENGER SIDE. ALL THESE ISSUES ARE ACTING WHEN THE VEHICLE IS DRIVING SLOWLY AND MAKING RIGHT TURN GOING UP ON THE DRIVEWAY OR DOWN ON THE DRIVEWAY. I ASKED THE DIALER IF THE CAR IS STILL COVERED WITH MANUFACTURE WARRANTY ALTHOUGH IT HAS RESTORE SALVAGE TITLE. THE ANSWER CLEARLY NO. I DID SOME RESEARCH ON THE NET FOR RECALLS AND SURPRISINGLY I FOUND FORUMS WHICH DISCUSS THE SAME PROBLEMS. DESPITE NUMEROUS COMPLAINTS ON THE NET AND EVEN AFTER THE DEALER ACTS AND TRIES TO FIX THE VEHICLES BY REPLACING MULTIPLE PARTS AND COMPONENTS THE PROBLEM ARE STILL EXISTING. ALL THIS IS VERY DISAPPOINTING AND I DON'T SEE ANY REASONS TO VISIT THE DEALER AND TRUST

1 THEM TO FIX IT. I DIDN'T SEE ANY RECALL  
2 INFORMATION FOR THE PROBLEMS LISTED ABOVE.  
3 I'M EUROPEAN CERTIFIED MECHANIC AND I'M  
4 WORKING WITH DIFFERENT VEHICLES, BUT I'VE  
5 NEVER SEEN SUCH A PROBLEM! I INSPECTED MY  
6 VEHICLE MULTIPLE TIMES AND COULD NOT FIND  
7 ANY REASON FOR THIS NOISE. TODAY 07/08/2010 TWO  
8 YEARS AFTER I FIRST NOTICE THIS PROBLEM THE  
9 NOISE IS MUCH LOUDER. I STILL CAN'T FIND ANY  
10 REASON FOR THIS NOISE. IT SEEMS LIKE NISSAN  
11 DEALERS DON'T HAVE CLEAR ANSWER WHICH PART  
12 CAUSES THIS NOISE. PLEASE TAKE ALL THIS INTO  
13 CONSIDERATION AND INVESTIGATE FURTHER THIS  
14 ISSUE. PLEASE NOTE THERE HAS NOT BEEN  
15 ACCIDENT WITH THIS VEHICLE YET BECAUSE OF THE  
16 WRITTEN ABOVE. TO FILL THIS COMPLAINT I'M  
17 PUTTING TODAY'S DATE. \*TR  
18

- 19
- 20 • NHTSA Complaint: 2007 NISSAN VERSA. ABOUT APRIL  
21 8 2007 9 DAYS WHILE PURCHASING THIS CAR I  
22 REPORTED A COMPLAINT TO THE LOCAL BAYRIDGE  
23 NISSAN SERVICE DEPARTMENT ABOUT A CLUNKING  
24 AND KNOCKING NOISE IN THE FRONT END OF THE  
25 CAR AND FELT IN THE STEERING WHEEL, THE  
26 VEHICLE HAD LESS THAN 200 MILES AT THE TIME.  
27 AFTER AT LEAST 12/15 TRIPS TO VARIOUS SERVICE  
28 DEPARTMENT FOR REPAIR ATTEMPTS,RIGHT AXLE,  
STRUTS, STRUT MOUNTS, STRUT BEARINGS ON THE  
LEFT AND RIGHT SIDE, THE PROBLEM WOULD NOT  
GO AWAY. THEY EVENTUALLY PLACED LARGE  
METAL WASHERS BETWEEN THE SUB FRAME AND  
CROSS BRACE SUPPORT BECAUSE THEY STATED  
THAT THE SUB FRAME BUSHINGS HAD SAGGED, OR  
WHERE IMPROPERLY INSTALLED AT THE  
MANUFACTURER. NOW THE STEERING FEELS LOOSE  
AND THE ONLY WAY I CAN DESCRIBE IT IS IT FEELS  
AS IF THE STEERING COLUMN IS SEPARATING WHEN  
TAKING TURNS OVER UNEVEN ROAD  
SURFACES.THEY HAVE CHANGED RIGHT AXLE MANY  
TIMES BUT NO USE , NISSAN NORTH AMERICA  
REPRESENTATIVE MR JUSTIN HALL REVIED CASE 3

1           TIMES COULD NOT FIX THE VEHICLE FROM HIS  
2           MECHANIC SEND BY NISSAN . THIS VEHICLE IS  
3           ADANGEROUS VEHICLE I HAVE NO OTHER MEANS TO  
4           AS I HAVE TRIED TWO 2 NISSAN SERVICE STATIONS  
5           AND NISSAN MECHANIC, STILL PROBLEM IS THERE 2  
6           WEEKS BACK BRAKE SUDDENLY WENT DOWN I  
7           DROVE WITH OUT BRAKE FOR A WHILE, MY FAMILY  
8           TRAVELS IN THIS CAR. ANY INCIDENT / ACCIDENT  
9           DUE TO FAILURE OF THESE PARTS I WILL HELD  
10          NISSAN LIABLE. \*TR

- 11
- 12         • NHTSA Complaint: 2007 NISSAN VERSA. ON OR ABOUT  
13           MARCH 26TH 2009 I REPORTED A COMPLAINT TO THE  
14           LOCAL NISSAN SERVICE DEPARTMENT ABOUT A  
15           CLUNKING AND KNOCKING NOISE IN THE FRONT  
16           END OF THE CAR AND FELT IN THE STEERING  
17           WHEEL, THE VEHICLE HAD LESS THAN 32,000 MILES  
18           AT THE TIME. THIS WAS NOT MY FIRST ATTEMPT TO  
19           GET THIS ISSUE LOOKED AT, BUT IT WAS THE FIRST  
20           TIME THEY ACKNOWLEDGED A PROBLEM. AFTER AT  
21           LEAST 6 TRIPS TO THE SERVICE DEPARTMENT FOR  
22           REPAIR ATTEMPTS, STRUTS, STRUT MOUNTS, STRUT  
23           BEARINGS ON THE LEFT AND RIGHT SIDE, THE  
24           PROBLEM WOULD NOT GO AWAY. THEY  
25           EVENTUALLY PLACED LARGE METAL WASHERS  
26           BETWEEN THE SUB FRAME AND CROSS BRACE  
27           SUPPORT BECAUSE THEY STATED THAT THE SUB  
28           FRAME BUSHINGS HAD SAGGED, OR WHERE  
          IMPROPERLY INSTALLED AT THE MANUFACTURER.  
          NOW THE STEERING FEELS LOOSE AND THE ONLY  
          WAY I CAN DESCRIBE IT IS IT FEELS AS IF THE  
          STEERING COLUMN IS SEPARATING WHEN TAKING  
          TURNS OVER UNEVEN ROAD SURFACES. \*TR
  
  - 11         • NHTSA Complaint: 2007 NISSAN VERSA. MY VEHICLE  
12           HAS BEEN IN THE SHOP REPEATEDLY FOR THE  
13           FRONT END "POPPING" WHEN TURNING RIGHT. THE  
14           RIGHT STRUT AND BUSHING, RACK AND PINION, AND  
15           SWAY BAR HAS BEEN REPLACED. THIS VEHICLE  
16           STILL HAS A QUICK "POP" WHICH CAN BE FELT IN  
17           THE STEERING WHEEL WHEN INITIALLY TURNING  
18           TURNS OVER UNEVEN ROAD SURFACES. \*TR

1           RIGHT. I FEAR SOMETHING MAY FAIL WHEN DRIVING  
2           AND LOSS OF CONTROL MAY OCCUR. THIS HAS BEEN  
3           AN ONGOING PROBLEM THAT EVEN NISSAN CANNOT  
4           SEEM TO FIX. I HAVE COMPLAINED TO NISSAN  
5           ABOUT THIS ISSUE AND AS YOU CAN SEE THEY HAVE  
6           REPLACED NUMEROUS PARTS. I DON'T KNOW WHAT  
7           ELSE TO DO. \*TR

- 8
- 9           • NHTSA Complaint: 2008 NISSAN VERSA. WHILE  
10           MAKING A RIGHT TURN THEIR WAS A LOUD NOISE  
11           AND A SMELL OF RUBBER UPON FURTHER  
12           INSPECTION THE PASSENGER SIDE COIL SPRING  
13           BROKE EXPANDING PASS THE LOWER PLATE AND  
14           MAKE CONTACT WITH THE TIRE.
  - 15           • NHTSA Complaint: 2008 NISSAN VERSA. WHILE  
16           BACKING OUT OF MY DRIVEWAY I HEARD A BANG  
17           AND THE TIRE BEGAN RUBBING ON SOMETHING. I  
18           PULLED BACK IN THE DRIVEWAY. I LOOKED UNDER  
19           AND SAW THAT THE SPRING WAS BROKEN. I AM  
20           VERY LUCKY SINCE I DRIVE THE INTERSTATE 376  
21           EVERYDAY TO WORK. IF THE SPRING HAD BROKEN  
22           AT SPEED I AM SURE THERE WOULD HAVE BEEN  
23           DAMAGE TO THE CAR AND A POSSIBLE ACCIDENT.  
24           THE CAR IS NOT DRIVEABLE AT THIS TIME.
  - 25           • NHTSA Complaint: 2008 NISSAN VERSA. FRONT  
26           PASSENGER SIDE SPRING SNAPPED PUNCTURING  
27           TIRE.
  - 28           • NHTSA Complaint: 2008 NISSAN VERSA. IN  
SEPTEMBER 2013, I BEGAN HEARING A  
RATTLING/SQUEAKY SOUND IN THE VICINITY OF THE  
FRONT PASSENGER SIDE WHEEL WELL. THE  
RATTLING SOUND IS SIMILAR TO METAL BOLTS  
ROLLING AROUND IN A METAL PAN. THE SQUEAKY  
SOUND IS SIMILAR TO A SPRING MATTRESS.  
APPROXIMATELY IN DECEMBER 2013, I RECEIVED  
SCHEDULED MAINTENANCE ON MY VEHICLE AT  
NICKS HONDA IN BURLINGAME, CA. THE OWNER  
NICK THEROUX INFORMED ME THAT MY RIGHT

1                   SHOCK NEEDED TO BE CHANGED BECAUSE IT  
2                   "GONE". THE SERVICE INSPECTION ALSO  
3                   DETERMINED A POSSIBLE COIL PROBLEM. AS I  
4                   RESEARCHED THE NISSAN SUSPENSION ISSUE  
5                   ONLINE, I LEARNED THAT SIMILAR VERSA  
6                   SUSPENSION ISSUES EXIST NATION WIDE. \*TR

- 7
- 8                  • NHTSA Complaint: 2008 NISSAN VERSA. HEAVY  
9                  METAL SOUND (AS WHEN YOU DRIVE OVER A LOOSE  
10                 MANHOLE COVER) COMES FROM THE FRONT  
11                 PASSENGER SIDE. INSPECTION SHOWED THAT THE  
12                 COIL SPRING SNAPPED CLEAN - NO RUST. THE  
13                 SNAPPED COIL WAS NOT CAUSED BY HITTING A  
14                 POTHOLE OR OTHER ABNORMAL DRIVING. NORMAL  
15                 CITY & MOSTLY HIGHWAY DRIVING. AN  
16                 INDEPENDENT AND TRUSTED MECHANIC STATED  
17                 METAL FATIGUE AND ESTIMATED THE REPAIR AT  
18                 \$800 (BOTH SIDES WILL BE REPLACED). PARTS RANGE  
19                 FROM \$174 - \$250 DEPENDING ON THE BRAND. I HAVE  
20                 NOT CONTACTED NISSAN OR THE DEALER TO SEE IF  
21                 THIS MIGHT BE COVERED OUT-OF-WARRANTY AS A  
22                 CUSTOMER SATISFACTION BASIS. THIS IS THE  
23                 SECOND METAL FAILURE ON THE VEHICLE. LAST  
24                 YEAR, THE EXHAUST PIPE JUST FELL APART AT THE  
25                 WELD. AGAIN, RUST WAS NOT THE CAUSE. THERE  
26                 ARE NUMEROUS REPORTS OF BOTH ISSUES IN MANY  
27                 PLACES. NISSAN CANADA (OR DEALERS) SEEMS TO  
28                 BE MORE WILLING TO REPAIR THE FAULTS THAN US  
                  COUNTERPARTS. THERE IS ONLY ONE RECALL  
                  (GARMIN) FOR THE NISSAN VERSA. THE COIL SPRING  
                  IS DEFINITELY A SAFETY CONCERN - A CLEAN  
                  BREAK ON A COIL SPRING IS EXTREMELY SHARP  
                  AND CAN RESULT IN TIRE PUNCTURE. AT HIGH  
                  SPEEDS THIS WOULD BE FATAL. \*TR
  - NHTSA Complaint: 2008 NISSAN VERSA. TL\* THE  
                  CONTACT OWNS A 2008 NISSAN VERSA. THE  
                  CONTACT STATED WHILE REVERSING OUT OF A  
                  PARKING SPACE, THE VEHICLE SUDDENLY MADE A  
                  LOUD NOISE. AFTER INSPECTING THE VEHICLE, THE  
                  CONTACT NOTICED THE VEHICLE WAS TILTED ON

1 THE FRONT PASSENGER SIDE. THE VEHICLE WAS  
2 TOWED TO AN INDEPENDENT MECHANIC. THE  
3 TECHNICIAN DIAGNOSED THE SHOCK SPRING HAD  
4 FRACTURED. IN ADDITION, THE TECHNICIAN MADE  
5 THE CONTACT AWARE THAT THE MANUFACTURER  
6 NO LONGER PRODUCES THE PART NEED TO REPAIR  
7 THE VEHICLE. THE MANUFACTURER WAS NOT MADE  
8 AWARE OF THE FAILURE. THE VEHICLE WAS NOT  
9 REPAIRED. THE APPROXIMATE FAILURE MILEAGE  
10 WAS 50,000. THE VIN WAS NOT AVAILABLE.

- 11
- 12 • NHTSA Complaint: 2008 NISSAN VERSA. MY  
13 DAUGHTER WAS BACKING OUT OF THE GARAGE AND AS SHE WAS DOING THAT THE DRIVERS FRONT  
14 SUSPENSION COLLAPSED, UPON INSPECTION IT WAS FOUND THAT THE COIL SPRING HAD CRACKED AND SEPARATED. NISSAN CASE NUMBER- 14429298. NISSAN USA SAID TO US ON 05/19/2014 THAT SINCE THE CAR WAS OUT OF WARRANTY THEY HAD NO RESPONSIBILITY FOR THE COLLAPSE. \*JS
  - 15 • NHTSA Complaint: 2008 NISSAN VERSA. BACKING OUT OF THE DRIVEWAY HEARD A SNAP GOT OUT OF THE CAR AND FOUND A PIECE OF THE COIL SPRING HAD BROKEN OFF NEAR THE BASE OF THE SPRING. \*TR
  - 16 • NHTSA Complaint: 2008 NISSAN VERSA. WHILE REVERSING OUT OF MY PARKING SPACE AT HOME THE FRONT DRIVERS SIDE DROPPED AND I HEARD A LOUD NOISE. AFTER INSPECTION I FOUND A PIECE OF COIL SPRING ON THE GROUND WHERE I HAD BEEN PARKED. THE PIECE THAT BROKE WAS ABOUT 4" LONG AND IT APPEARS TO HAVE BROKEN BEFORE AS BOTH ENDS WERE JAGGED ONE BREAK RUSTY AND THE OTHER BREAK WAS CLEAN. CHECKING ONLINE THIS APPEARS TO BE A COMMON PROBLEM AND OFTEN SHREDS THE WHEEL WHEN IT HAPPENS. IF THIS HAPPENS AT SPEED IT COULD BE A VERY DANGEROUS SITUATION. \*TR

- 1       • NHTSA Complaint: 2008 NISSAN VERSA. COIL SPRING  
2           ON FRONT DRIVER SIDE, SNAPPED WHILE DRIVING.  
3           MADE A LOUD BANG NOISE. COULD HAVE CAUSED  
4           AN ACCIDENT IF THE SPRING HAD SLIPPED OFF AND  
5           STABBED THE TIRE. LUCKILY THE SPRING STAYED  
6           ON. IT WAS A CLEAN BREAK NO RUST PRESENT.  
7           METAL SEEMS VERY BRITTLE. \*TR
- 8       • NHTSA Complaint: 2008 NISSAN VERSA. I WAS  
9           PULLING INTO A PARKING SPOT AND I HEARD A  
10          LOUD SNAPPING NOISE FROM THE FRONT LEFT OF  
11          THE CAR. I WAS ABLE TO DRIVE THE CAR HOME AS  
12          NOTHING APPEARED TO BE BROKEN. WHEN I TOOK  
13          THE WHEEL OFF I NOTICED THE SPRING HAD  
14          SNAPPED AND WAS RUBBING AGAINST MY TIRE. I  
15          WILL HAVE TO REPLACE MY TIRE BECAUSE IT  
16          RUBBED OFF A SIGNIFICANT AMOUNT OF RUBBER. I  
17          AM LUCKY THE TIRE DIDN'T BLOW WHILE I WAS  
18          DRIVING. \*TR
- 19       • NHTSA Complaint: 2008 NISSAN VERSA. MY  
20          DAUGHTER PUT KEY IN IGNITION. STARTED THE  
21          CAR. PLACED IT IN REVERSE. SHE MOVED  
22          BACKWARD ABOUT ONE INCH. MY WIFE, MY  
23          DAUGHTER AND MYSELF HEARD A LOUD SNAP. WE  
24          SAW NOTHING WRONG. SHE DROVE AWAY AND  
25          CAME BACK AFTER DRIVING 1/2 MILE. SHE HAD THE  
26          BROKEN PIECE FROM THE COIL SPRING. I KNEW  
27          INSTANTLY WHAT IT WAS. I LOOKED BEHIND THE  
28          FRONT WHEEL AND SURE ENOUGH. I'M AN OLD FARM  
BOY, NOW 57. I GUARANTEE YOU THIS IS A FAULTY  
PART. SHE COULD HAVE BEEN HURT BADLY WHILE  
DRIVING ROAD SPEED. YOU NEED TO DEAL WITH  
THIS. I WILL KEEP THE BROKEN PART AS PROOF. IT  
WAS A CLEAN BREAK WHILE SITTING STILL. THIS  
FAULTY PART IS COSTING UPWARDS OF \$900 TO  
REPAIR!!!:( NOT TO MENTION PUTTING PEOPLE AT  
VERY HIGH RISK. OTHERS ALL ACROSS THE USA AND  
CANADA ARE HAVING THIS ISSUE. CHECK OUT THE  
FORUMS. CONCERNED AND DISGUSTED FATHER. \*TR

- 1           • NHTSA Complaint: 2008 NISSAN VERSA. TL\* THE  
2 CONTACT OWNS A 2008 NISSAN VERSA. THE  
3 CONTACT WAS DRIVING 40 MPH AND BEGAN TO  
4 SMELL SMOKE ACCCOMPANIED BY A LOUD THUD.  
5 THE CONTACT DISCOVERED THAT THE FRONT  
6 PASSENGER'S SIDE TIRE WAS FLAT. THE VEHICLE  
7 WAS TOWED TO THE DEALER FOR INSPECTION  
8 WHERE THE CONTACT WAS ADVISED THAT THE  
9 FRONT PASSENGER'S SIDE COIL SPRING FAILED,  
10 DAMAGING THE RIM AND PUNCTURING THE TIRE.  
11 THE VEHICLE WAS NOT REPAIRED. THE  
12 MANUFACTURER WAS NOTIFIED OF THE INCIDENT.  
13 THE APPROXIMATE FAILURE MILEAGE WAS 26,000.  
14 UPDATED 11/19/13\*LJ UPDATED 11/26/2013 \*JS
- 15           • NHTSA Complaint: 2008 NISSAN VERSA. TL\* THE  
16 CONTACT OWNS A 2008 NISSAN VERSA. THE  
17 CONTACT STATED THERE WAS AN ABNORMAL NOISE  
18 FROM THE PASSENGER'S SIDE OF THE VEHICLE IN  
19 ADDITION TO A BURNING ODOR. ALSO, THE FRONT  
20 PASSENGER'S SIDE OF THE VEHICLE FELL TO THE  
21 GROUND AND THE VEHICLE WAS TOWED TO THE  
22 DEALER FOR INSPECTION. THE DEALER DIAGNOSED  
23 THAT THE FRONT PASSENGER'S SIDE COIL SPRING  
24 FAILED AND PUNCTURED THE PASSENGER'S SIDE  
25 TIRE. THE MANUFACTURER WAS MADE AWARE OF  
26 THE FAILURE. THE VEHICLE WAS NOT REPAIRED.  
27 THE FAILURE AND CURRENT MILEAGE WAS 26,000.
- 28           • NHTSA Complaint: 2008 NISSAN VERSA. WHILE  
PULLING OUT OF MY DRIVEWAY THE OTHER DAY, I  
HEARD A VERY LOUD "METAL ON METAL" SOUND  
COMING FROM THE FRONT OF MY CAR, FOLLOWED  
BY A NOTICEABLE LOWERING OF THE FRONT OF THE  
VEHICLE. I GOT OUT OF THE CAR AND FOUND A  
PIECE OF METAL ON THE DRIVEWAY IN THE SHAPE  
OF SEMI-CIRCLE AND SNAPPED ON ONE END.  
AFTERWARDS I NOTICED THE CAR WOULD BOTTOM  
OUT ON ENTERING/EXITING DRIVEWAYS AND  
TAKING MINOR ROAD IMPERFECTIONS AND  
POTHOLEs VERY HARD. WENT TO MY MECHANIC,

1 SHOWED HIM THE PIECE OF METAL I FOUND AND  
2 EXPLAINED WHAT HAD BEEN HAPPENING SINCE  
3 THEN, AND HE SAID YOUR SPRING COIL BROKE.  
4 UPON READING ALL THE SUSPENSION COMPLAINTS  
5 FOR THE VERSA FOR SIMILAR MODEL YEARS, THIS  
6 HAS TO BE EITHER A DEFECTIVE PART OR DESIGN ON  
7 NISSAN'S PART. I HAVE NEVER HAD A CAR THAT  
8 EXPERIENCED A BROKEN SPRING COIL. I WOULD NOT  
9 EXPECT A CAR SLIGHTLY OVER 5 YEARS OLD TO  
10 HAVE THIS HAPPEN. DOES NISSAN INTEND ON  
11 ADDRESSING THIS ISSUE? \*TR  
12

- 13 • NHTSA Complaint: 2008 NISSAN VERSA. WHILE  
14 SITTING IN THE YARD WE HEARD A METAL CLANG  
15 SOUND COMING FROM ONE OF THE CARS. WE  
16 LOOKED BUT COULD NOT TELL WHICH CAR IT CAME  
17 FROM. LATER WHEN I STARTED TO DRIVE THE CAR  
18 ON THE HIGHWAY THE FRONT PASSENGER TIRE  
19 SHREDDDED. THIS WAS DUE TO THE FRONT  
20 PASSENGER SIDE SPRING BEING BROKEN. WE LATER  
21 FOUND THE BROKEN PIECE WHERE THE CAR WAS  
22 PARKED. THE VEHICLE ONLY HAD 48,684 MOSTLY  
23 HIGHWAY MILES ON IT. \*TR
- 24 • NHTSA Complaint: 2008 NISSAN VERSA. DRIVING  
25 DOWN THE ROAD WE HEARD A LOUD BANG, THEN  
26 THE CAR DARTED HARD TO THE LEFT. COULDN'T GO  
27 OVER 15 MPH WITHOUT LOUD SCRAPE AND HARD  
28 PULL TO LEFT. GARAGE SAID COIL SPRING BROKE IN  
HALF AND ALMOST PUNCTURED TIRE. NO RUST ON  
THE SPRING, MECHANIC SAID IT WAS A DEFECTIVE  
PART. \*TR
- NHTSA Complaint: 2008 NISSAN VERSA. THE CAR HAS  
BEGUN TO MAKE A LOUD METAL CLUNKING SOUND  
AT THE TOP RIGHT SUSPENSION AS WELL AS WHAT  
ALMOST SOUNDS LIKE A GRINDING BUT NOT  
SIMILAR TO THAT OF THE BRAKING SYSTEM. I WAS  
GOING AROUND A CURVE AT THE TIME. THE SOUND  
GETS WORSE WHEN GOING DOWN A HILL CHANGING  
SPEEDS, SWITCHING LANES, ON POT HOLES OR AN

1 UNEVEN SURFACE. I TOOK IT TO A FEW DIFFERENT  
2 PLACES AND COULD NOT REPRODUCE THE PROBLEM  
3 AT THE TIME. WHILE DRIVING WITH A MORE  
4 EXPERIENCED MECHANIC HE WAS ABLE TO  
5 DETERMINE THE SOUND TO BE ISOLATED TO THE  
6 RIGHT STRUT AND THE LEFT INNER TIE ROD. HE SAID  
7 THAT THE STRUTS ARE USUALLY ONLY REPLACED  
8 ONCE IN A CARS LIFETIME SO I AM WONDERING WHY  
9 IT NEEDS TO BE REPLACED SO SOON. I AM WRITING  
10 THE COMPLAINT BECAUSE I THINK THIS HAS BEEN  
11 AN ISSUE ALL ALONG. THE CAR NEEDS AN  
12 ABNORMAL AMOUNT OF REALIGNMENTS AND  
13 BRAKE REPLACEMENTS. WHEN I FIRST RECEIVED  
14 THE CAR THE ROTORS AND BRAKES HAD TO BE  
15 REPLACED BECAUSE SOMEHOW THEY HAD BEEN  
16 INSTALLED BACKWARDS. THE STEERING HAS  
17 ALWAYS FELT INSECURE AS WELL AS THE FEELING  
18 WHEN PRESSING THE GAS AND THE BRAKES. THE  
19 FEELING I HAVE NOW UNDER THE PEDALS WHEN  
20 THE SOUND OF THE STRUT MALFUNCTIONING  
21 ENGAGES I HAVE FELT ALL ALONG BUT NOT THIS  
22 INTENSELY. THERE MAY BE AN ISSUE WITH THE  
23 PARTS USED AS I HAVE SPOKEN TO SO MANY NISSAN  
24 OWNERS WHO REPORTED THE SAME ISSUE OF  
25 STEERING AND EXHAUST SYSTEM ISSUES ON  
26 NISSANS. \*TR

- 19
- 20 • NHTSA Complaint: 2008 NISSAN VERSA. I PARKED MY  
21 NISSAN VERSA IN A PARKING LOT WHILE I WAS AT  
22 WORK ALL DAY. I HADN'T HAD ANY PROBLEMS WITH  
23 IT. WHEN I GOT IN TO LEAVE IN THE EVENING AND  
24 PUT THE CAR IN DRIVE AND WENT FORWARD A FEW  
25 INCHES, I HEARD A HORRIBLE CRUNCHING NOISE  
26 LIKE I HIT SOMETHING. WHEN I BACKED UP TO SEE  
27 WHAT WAS UNDER MY CAR, I JUST SAW A METAL  
28 HORSESHOE SHAPED BROKEN PIECE ON THE  
GROUND. MY MECHANIC SAYS IT IS A COIL SPRING  
THAT BROKE. I'VE SEEN MANY COMPLAINTS ABOUT  
THIS FROM NISSAN VERSA OWNERS. THE BROKEN  
PART DIDN'T SEEM RUSTY AT ALL. I DON'T KNOW  
WHY THIS HAPPENED. THE CAR HASN'T BEEN IN AN

1 ACCIDENT. IT SEEMED TO HAPPEN OUT OF THE BLUE.  
2 \*TR

- 3
- 4 • NHTSA Complaint: 2008 NISSAN VERSA. VEHICLE HAS  
5 AN INCREASINGLY LOUD CLUNKING NOISE  
6 EMANATING FROM FRONT SUSPENSION WHEN TURN  
7 IS MADE OR SMALL BUMP/HOLE IS MOVED OVER.  
8 SOUNDS AS IF THERE IS METAL ON METAL AND LOSE  
9 COMPONENTS IN THE SUSPENSION. THIS NOISE IS  
10 NOT APPARENT AT HIGHER SPEEDS AND ONLY IS  
11 AUDIBLE WHEN GOING OVER A BUMP/POT HOLE.  
12 ADDITIONALLY, WHEN VEHICLE TURNS, THERE IS A  
13 NOTICEABLE 'KLUNK' IN THE STEERING ASSEMBLY  
14 THAT IS OFTEN EXACERBATED WHEN GOING OVER A  
15 BUMP IN THE ROAD. STEERING FEELS LOSE WHEN  
16 THIS HAPPENS AS IF JOINT IS MALFUNCTIONING. \*TR
  - 17
  - 18 • NHTSA Complaint: 2008 NISSAN VERSA. FRONT COIL  
19 SPRING SNAPPED. \*TR
  - 20
  - 21 • NHTSA Complaint: 2008 NISSAN VERSA. 1ST...AFTER  
22 25K MILES THE CAR BEGAN TO SHIFT ON ITS OWN  
23 IRREGULARLY, FINALLY AT 45K IT WAS NOTICED  
24 THAT THE CVT WAS NOT WORKING PROPERLY. IT  
25 WAS REPLACED UNDER WARRANTY, EVEN THOUGH  
26 IT WAS COVERED IT ACTUALLY COST ME 1,800 FOR  
27 AN EXTENDED WARRANTY. SECOND PROBLEM WAS  
28 A THUMPING NOISE AS I WENT OVER A BUMP IN THE  
FRONT END THAT WAS DIAGNOSED AS DAMAGED  
STRUTS AND THE SUB FRAME LINKS, THIS WAS NOT  
COVERED BY WARRANTY, AND WE ARE STUCK WITH  
THIS ONGOING FAULTY PROBLEM. IT IS GREATER  
THAN 4,000 TO FIX. \*TR
  - 29
  - 30 • NHTSA Complaint: 2008 NISSAN VERSA. THERE IS A  
31 CLUNKING NOISE COMING FROM THE FRONT END, AS  
32 ONE ROLLS OVER A SPEED BUMP AT SLOW SPEED OR  
33 ENTERS A DRIVEWAY. THE NOISE BEGAN AFTER  
34 20,000 MILES AND HAS WORSENED ( NOW HAS 65,000).  
35 AFTER NISSAN INSPECTED THE CAR IT WAS NOTED  
36 THE SUB-FRAME LINKS AND STRUTS WITH STRUT

1 MOUNT ASSEMBLY ARE FAULTY. NISSAN FORUMS  
2 ARE FULL OF COMPLAINTS REGARDING THE SAME  
3 PROBLEM. \*TR

- 4
- 5 • NHTSA Complaint: 2008 NISSAN VERSA. TL\* THE  
6 CONTACT OWNS A 2008 NISSAN VERSA. THE  
7 CONTACT STATED THAT SHE WOULD HEAR A  
8 CLICKING NOISE WHILE TURNING AT LOW SPEEDS.  
9 THE VEHICLE WAS TAKEN TO AN AUTHORIZED  
10 DEALER AND THEY WERE UNABLE TO DIAGNOSE A  
11 FAILURE. THE VEHICLE WAS NOT REPAIRED. THE  
12 FAILURE CONTINUED. THE VEHICLE WAS TAKEN  
13 BACK TO AN AUTHORIZED DEALER AND THE  
14 CONTACT WAS INFORMED THAT THE FRONT  
15 SUSPENSION SYSTEM NEEDED TO BE REPLACED. THE  
16 VEHICLE WAS NOT REPAIRED. THE MANUFACTURER  
17 WAS NOT MADE AWARE OF THE FAILURE. THE  
18 FAILURE MILEAGE WAS 27,000.
  - 19
  - 20 • NHTSA Complaint: 2008 NISSAN VERSA. WE OWN A  
21 2008 NISSAN VERSA. IT CURRENTLY ONLY HAS 9,400  
22 MILES ON IT. WHEN DRIVING IT THERE IS A  
23 "POPPING" FEEL UNDERNEATH THE FLOORBOARDS/  
24 IN THE FRONT END OF THE VEHICLE. THE VEHICLE  
25 WAS TAKEN TO THE DEALERSHIP 2-26-09 WHERE  
26 THEY REPLACED BOTH UPPER STRUT BEARINGS AND  
27 COMPLETED A FRONT WHEEL ALIGNMENT. AGAIN,  
28 THE VEHICLE EXHIBITED THE SAME ISSUES AND ON  
AUGUST 5, 2009 BOTH UPPER STRUT BEARINGS WERE  
REPLACED AND ANOTHER ALIGNMENT WAS  
COMPLETED. WE TOOK THE VEHICLE TO THE  
DEALERSHIP AGAIN YESTERDAY WITH THE SAME  
COMPLAINT. THIS TIME THEY SAY THEY CAN'T  
"HEAR" IT (YOU CAN'T HEAR IT, BUT YOU CAN FEEL  
IT), SO THEY DIDN'T DO ANYTHING. THEY REFUSED  
TO EVEN PUT IT UP ON THE LIFT TO TAKE A LOOK AT  
THE ASSEMBLY SINCE THEY COULDN'T "HEAR"  
ANYTHING. AFTER DOING RESEARCH, WE ARE  
SEEING THIS SAME COMPLAINT ON MANY  
DIFFERENT WEBSITES. NISSAN NEEDS TO FIX THESE  
VEHICLES. ONE LISTED ON THIS SITE WAS INVOLVED

1 IN AN ACCIDENT APPARENTLY DUE TO THE STRUT  
2 FAILURE. \*TR

- 3
- 4 • NHTSA Complaint: 2008 NISSAN VERSA. THE FRONT  
5 LEFT DRIVER'S SIDE OF MY 2008 NISSAN VERSA  
6 HATCHBACK STARTED TO THUD/THUMP WHEN  
7 TURNING TO THE RIGHT AT LOW SPEED. NOW THE  
8 VEHICLE CANNOT NOT TURN RIGHT QUICKLY, THUS  
9 I COULD NOT AVOID AN ACCIDENT IN AN  
EMERGENCY SITUATION. I HAVE TAKEN TO DEALER  
10 AND THEY CANNOT REPRODUCE THE SYMPTOMS,  
11 BUT I ENCOUNTER DAILY. \*TR
  - 12
  - 13 • NHTSA Complaint: 2008 NISSAN VERSA. AS I WAS  
14 ENTERING AN ON RAMP TO 676 EAST IN  
15 PHILADELPHIA, PA, I HEARD A CRUNCH (METAL ON  
16 METAL) IN MY FRONT PASSENGER SIDE . I  
17 ATTEMPTED TO STRAIGHTEN OUT MY CAR AFTER  
18 THE SLIGHT RIGHT TURN AND MY RIGHT TIRE WAS  
19 NOT REACTING TO MY TURNING OF THE STEERING  
20 WHEEL. I HIT THE BRAKE A BIT AND TRIED TO SLOW  
21 THE CAR WHEN MY CAR STARTED TO FISH TAIL. AT  
22 THIS INSTANCE I GAVE THE VEHICLE SOME GAS TO  
23 TRY AND REGAIN CONTROL OF THE VEHICLE, BUT I  
24 WAS ALREADY IN A SPIN THAT CAUSED ME TO  
25 COMPLETELY LOSE CONTROL AND I ATTEMPTED TO  
26 GAIN CONTROL, BUT I WAS UNSUCCESSFUL. AS THE  
27 CAR SPUN PAST 360 DEGREES, I WENT OVER AN  
ISLAND AND CAME TO AN ABRUPT STOP ONCE I  
TOOK OUT THE STOP SIGN ON THIS ISLAND. LUCKILY  
NO BODY WAS HURT AND I MANAGED TO NOT HIT  
ANY VEHICLES OR PEDESTRIANS. AFTER SEVERAL  
HOURS WAITING FOR A TWO TRUCK AND  
PHILADELPHIA POLICE, THE VEHICLE AND MYSELF  
MADE OUR WAY TO A BODY SHOP IN LANSDALE, PA.  
AFTER EXAMINATION FROM THE MECHANICS AT  
THIS BODY SHOP (J.L. FREED) I WAS TOLD THAT THE  
STRUT ASSEMBLY IN MY FRONT RIGHT PASSENGER  
SIDE WAS IN 3 PIECES. THIS WAS EVIDENT TO ME  
THAT SOMETHING MECHANICALLY WENT WRONG  
AS I WAS MAKING THAT SLIGHT RIGHT ON THE

EVENING OF JULY 23, 2008. NOW, I WAS GIVEN MY ESTIMATE FOR THE DAMAGES AND THE PARTS THAT NEED TO ORDERED AND REPLACED. I FEEL THAT NISSAN NEEDS TO BE MADE AWARE OF THIS EVENT AS I WAS JUST AT A NISSAN DEALER (MONTGOMERYVILLE NISSAN) 3 WEEKS PRIOR (JULY 05, 2008) TO HAVE MY CAR INSPECTED. I HAVE YET TO FIND OUT IF MONTGOMERYVILLE NISSAN SAW ANY TYPE OF POTENTIAL FAILURE IN THIS SPECIFIC STRUT ASSEMBLY THAT MALFUNCTIONED AND SPLIT APART CAUSING MY ACCIDENT. NISSAN NEEDS TO BE AWARE OF THIS INCIDENT AS THIS COULD HAVE RESULTED IN A FATALITY OF MYSELF OR ANOTHER IF I WAS SAY ON THE HIGHWAY THIS STRUT ASSEMBLY DECIDED TO FALL APART. \*TR

- NHTSA Complaint: 2008 NISSAN VERSA. THE CAR HAD BEEN MAKING A NOISE ON THE FRONT DRIVER SIDE, I THOUGHT IT WAS THE BRAKES, WHEN I LEFT FOR WORK THE CAR MADE A LOUD BANG. I GOT IT BACK HOME TO FIND THE FRONT COIL SPRING SNAPPED.
- NHTSA Complaint: 2009 NISSAN VERSA. AFTER SMELLING RUBBER BURNING AND THE CAR NOT HANDLING CORRECTLY. I CHECKED THE SUSPENSION TO FIND BOTH COIL SPRINGS (PASSENGER AND DRIVERS SIDE) WERE BROKEN. THE DRIVERS SIDE BROKEN COIL WAS APPLYING PRESSURE TO THE INSIDE WALL OF THE TIRE WEARING A LARGE GROOVE IN THE ENTIRE DIAMETER OF THE TIRE. THIS COULD HAVE CAUSED SERIOUS INJURY AND MUST BE ADDRESSED BY NISSAN AND OR THE SUPPLIER OF THE SPRINGS. THE REPAIR WAS EXPENSIVE (COIL, STRUTS AND A TIRE).
- NHTSA Complaint: 2009 NISSAN VERSA. CAR WAS PARKED IN DRIVEWAY AND UPON GOING IN REVERSE NOTICED A PIECE OF METAL ON DRIVEWAY WHERE THE FRONT PASSENGER TIRE WAS WHEN CAR WAS PARKED. IT LOOKED LIKE A PIECE OF THE

1 COIL SUSPENSION AND UPON FURTHER INSPECTION  
2 FOUND THAT IT HAD BROKEN OFF FROM FRONT  
3 PASSENGER COIL SPRING. THE PIECE WAS NOT  
4 CORRODED. I AM HAPPY I WASN'T IN MOTION WHEN  
5 THIS BROKE, HIGHLY UNUSUAL FOR SUCH A PART  
JUST TO BREAK OFF BY ITSELF. WHY ISN'T THE  
GOVERNMENT LOOKING INTO THIS ISSUE?

- 6 • NHTSA Complaint: 2009 NISSAN VERSA. NISSAN  
7 VERSA 2009 TWO (2) BROKE SPRINGS IN LESS THAN 2  
8 YEARS. THE SECOND BROKE SPRING WAS THE FRONT  
9 LEFT SPRING, IT BROKE WHEN MAKING A LEFT TURN  
AT ABOUT 5MPH.
- 10 • NHTSA Complaint: 2009 NISSAN VERSA. THE COIL  
11 SPRING ON THE FRONT PASSENGER SIDE BROKE--  
12 THIS HAPPENED A FEW MONTHS AGO TO THE FRONT  
13 PASSENGER SIDE COIL SPRING. THESE SPRINGS ARE  
14 COMPLETE JUNK. IF THIS HAD HAPPENED ON THE  
HIGHWAY WE WOULD HAVE PROBABLY HAD A  
SERIOUS ACCIDENT.
- 15 • NHTSA Complaint: 2009 NISSAN VERSA. I WAS  
16 LEAVING THE DRIVEWAY WHEN I HEARD A CRACK  
17 OR SNAP SOUND IN THE RIGHT FRONT TIRE  
18 AREA.AFTER INSPECTION, THE SERVICE TECH SAID  
19 THE RIGHT FRONT OR PASSENGER SUSPENSION COIL  
20 SPRING FAILED.THIS IS MY SECOND INCIDENT. THE  
DRIVERS SIDE ALSO BROKE IN 2014 WHILE I WAS  
DRIVING.
- 21 • NHTSA Complaint: 2009 NISSAN VERSA. PULLING OUT  
22 OF GARAGE THE FRONT RIGHT SUSPENSION SPRING  
23 FAILED - IT BROKE INTO 3 PIECES. AFTER DROPPING  
24 THE VEHICLE OFF AT THE NISSAN DEALERSHIP FOR  
REPAIR, WE WERE INFORMED THAT THE FRONT LEFT  
25 SPRING WAS ALSO CRACKED AND TO PREVENT A  
SIMILAR FAILURE SHOULD BE REPLACED.
- 26 • NHTSA Complaint: 2009 NISSAN VERSA. WHILE  
27 DRIVING OUT OF PARKING SPOT, HEARD A LOUD POP  
28

1 FROM THE PASSENGER-SIDE WHEEL AREA. THE  
2 COIL/SPRING HAD SNAPPED. I BROUGHT THE CAR TO  
3 THE MECHANIC AND HE SAID THE DRIVER-SIDE  
4 COIL/SPRING HAD CORRODED AS WELL. THE  
5 MECHANIC SAID I WAS LUCKY THE BROKEN END  
6 DIDN'T PUNCTURE THE TIRE. HAD TO HAVE BOTH  
7 COILS REPLACED.

- 8
- 9 • NHTSA Complaint: 2009 NISSAN VERSA. TL\* THE  
10 CONTACT OWNS A 2009 NISSAN VERSA. THE  
11 CONTACT STATED THAT THE STRUTS WERE  
12 PREMATURELY WEARING THE TIRES. THE VEHICLE  
13 WAS TAKEN TO AN INDEPENDENT MECHANIC WHO  
14 DIAGNOSED THAT ALL FOUR TIRES AND STRUTS  
15 NEEDED TO BE REPLACED. THE VEHICLE WAS  
16 REPAIRED. IN ADDITION, THE CONTACT DISCOVERED  
17 THAT THE DRIVER SIDE COIL SPRING FRACTURED.  
18 THE VEHICLE WAS UNABLE TO BE DRIVEN AND THE  
19 PART TO REPAIR THE VEHICLE WAS ORDERED. THE  
20 MANUFACTURER WAS NOTIFIED OF THE FAILURES.  
21 THE APPROXIMATE FAILURE MILEAGE WAS 37,000.  
22 UPDATED 4/20/15\*CN
  - 23 • NHTSA Complaint: 2009 NISSAN VERSA. THE COIL  
24 SPRING BROKE ON THE PASSENGER SIDE OF THE CAR  
25 RIPPING INTO THE TIRE, WHILE I WAS DRIVING. THE  
26 CAR'S STEERING WAS IMMEDIATELY AFFECTED AND  
27 SO WERE THE BRAKES, SINCE THE BROKEN SPRING  
28 RIPPED THE BRAKE LINE. I BROKE DOWN IN AN  
UNDERPASS AND HAD TO CALL THE POLICE SINCE  
WE WERE PLACED IN A DANGEROUS SPOT WITH  
CARS SPEEDING BY. I DID NOT EXPECT THIS FOR A  
CAR THAT IS 6 YEARS OLD! FROM WHAT I HAVE  
READ SO FAR THIS SEEMS TO BE A PREVALENT  
PROBLEM WITH NISSAN VERSAS AND IT SEEMS THAT  
THE DEALERS ARE NOT TAKING ANY ACTION.
  - NHTSA Complaint: 2009 NISSAN VERSA. I WENT TO  
CHECK THE TIRE PRESSURE ON MY WIFE'S VERSA  
WHILE IT WAS SITTING IN THE DRIVEWAY. UPON  
DOING SO, I NOTED THAT THE FRONT RIGHT COIL

1 SPRING HAD BROKEN SOMEWHERE NEAR THE  
2 BOTTOM OF THE SPRING AND THE SHARP BROKEN  
3 END WAS LODGED TIGHTLY AGAINST THE TOP OF  
4 THE TIRE TREAD, DEPRESSING IT BY ABOUT HALF AN  
5 INCH. AMAZINGLY, IT HAD NOT YET BROKEN THE  
6 TIRE, INDICATING THAT WHENEVER THE BREAKAGE  
7 HAD OCCURRED, THE SPRING HAD ONLY RECENTLY  
8 BROKEN LOOSE AND IMPACTED THE TIRE. HAD I NOT  
9 NOTICED THE BROKEN SPRING AND HAD THE  
10 VEHICLE DRIVEN ANYWHERE, IT LIKELY WOULD  
11 HAVE RESULTED IN CATASTROPHIC DAMAGE TO THE  
12 TIRE OR WHEEL, POSSIBLY CAUSING A CRASH. I  
13 HAVE NOTED HUNDREDS OF COMPLAINTS ABOUT  
14 THIS EXACT ISSUE IN THIS DATABASE AND OTHER  
15 PLACES ON THE INTERNET (THE MAJORITY OF  
16 COMPLAINTS ABOUT VERSA'S SEEM TO BE RELATED  
17 TO COIL SPRINGS BREAKING). OUR LOCAL  
18 DEALERSHIP HAS AGREED THAT THERE IS LIKELY A  
19 SYSTEMIC PROBLEM SINCE THEY HAVE DONE MANY  
20 REPLACEMENTS OF THIS PART IN PARTICULAR, AND  
21 SHIPPED MANY REPLACEMENT PARTS ALL OVER  
22 NEW ENGLAND. THEY HAVE ALSO STATED THAT  
23 WITHOUT AN OFFICIAL RECALL, THE BEST THEY CAN  
24 DO IS TO REPLACE THE PART, AT OUR COST. THE  
25 PARTS THEMSELVES ARE NEARLY IMPOSSIBLE TO  
26 FIND AT THIS POINT, AND MANY CUSTOMERS HAVE  
27 HAD THEM REPLACED MULTIPLE TIMES,  
28 SUPPORTING MY BELIEF THAT THEY ARE DEFECTIVE.  
I REQUEST IMMEDIATE INVESTIGATION AND WOULD  
LIKE A RECALL CAMPAIGN INITIATED ASAP. THE  
FAILURE OF THIS SPRING IN A DRIVING SITUATION  
COULD/WOULD LIKELY CAUSE DAMAGE OF THE  
SORT THAT COULD LEAD TO SERIOUS INJURIES OR  
DEATHS, AND WE ARE SIMPLY LUCKY THAT OURS  
DID NOT. AS IT IS, WE WILL LIKELY NEED TO HAVE  
THE VEHICLE TOWED TO GET IT REPAIRED SAFELY.

- 25 • NHTSA Complaint: 2009 NISSAN VERSA. IN MAY 2014  
26 THE LEFT FRONT SPRING IN OUR CAR BROKE. THE  
27 FOLLOWING AUGUST THE RIGHT FRONT SPRING  
28 ALSO BROKE. THE SPRINGS BROKE IN THE EXACT

SAME PLACE. WE STILL HAVE THE BROKEN PARTS AND CAN SEND PICTURES IF REQUESTED. WE GOT NO HELP FROM OUT LOCAL NISSAN DEALERSHIP. THERE ARE OVER 100 OF THESE COMPLAINTS ALL OVER THE WEB. WE BELIEVE THESE SPRINGS ARE DEFECTIVE AND SHOULD BE COVERED UNDER WARRANTY.

- NHTSA Complaint: 2009 NISSAN VERSA. LEFT FRONT COIL SPRING SNAPPED AND IS HITTING LEFT FRONT TIRE. CAR WORKED FINE ON FRIDAY. WENT OUT TO GARAGE SAT. MORNING TO RUN ERRANDS AND WHEN I PULLED OUT OF THE GARAGE I HEARD A STRANGE NOISE. PARKED IT AND CALLED MY BROTHER WHO CAME TO LOOK AT IT AND NOTICED THE SNAPPED COIL SPRING HITTING THE TIRE. CAR IS GOING TO THE REPAIR SHOP THIS AFTERNOON AND EXPECT AT LEAST A \$350.00 CHARGE. I WENT ONLINE AND SAW MANY COMPLAINTS ON THIS SAME ISSUE AND APPARENTLY NISSAN HAS NOT ISSUED A RECALL. I JUST THANK GOD IT WAS PARKED AND I WASN'T DRIVING IT.
- NHTSA Complaint: 2009 NISSAN VERSA. I PURCHASED MY 2009 NISSAN VERSA HATCHBACK NEW AND HAS OWNED AND DRIVEN IT FOR THE PAST 5 TO 6 YEARS. ONE DAY I NOTICED MY CAR STARTED TO MAKE A STRANGE NOISE WHENEVER I MADE A LEFT OR A RIGHT TURN WITH MY CAR. THE NEXT MORNING I HEARD THE SAME STRANGE NOISE WHILE DRIVING TO WORK WHENEVER I HAD TO TURN THE STEERING WHEEL TO THE LEFT OR TO THE RIGHT. AFTER I PARKED MY CAR AT WORK AND WITH DAYLIGHT TO SEE, I EXAMINE MY CAR AND NOTICED THAT THE GAP BETWEEN MY FRONT DRIVER SIDE TIRE AND THE CHASSIS WAS MUCH SMALLER THAN THE OTHER 3 TIRES. I QUICKLY MADE AN APPOINTMENT TO HAVE A LOCAL MECHANIC LOOK AT MY CAR LATER ON THAT DAY. WITHIN 5 MINUTES AFTER THE MECHANIC ELEVATED MY CAR ON THE LIFT, HE FOUND AND SHOWED ME THAT THE FRONT DRIVER SIDE SPRING COIL HAD BROKEN IN HALF, WITH THE

1 BOTTOM BROKEN HALF DANGLING DANGEROUSLY  
2 NEAR THE TIRE. FORTUNATELY, I WAS NOT DRIVING  
3 AT HIGHWAY SPEED (WAS DRIVING AT LESS THAN 40  
4 MPH AROUND TOWN) WITH THIS BROKEN SPRING  
5 COIL OR THIS BROKEN SPRING COIL COULD HAVE  
6 PUNCTURED MY TIRE UNEXPECTEDLY AND  
7 RESULTED IN AN ACCIDENT. I WAS EXTREMELY  
8 UNHAPPY TO LEARN THAT THE LOCAL NISSAN  
9 DEALERSHIP IS AWARE OF THIS PROBLEM, BUT  
10 THERE IS NO RECALL ON THIS DEFECTIVE PART AND  
11 NISSAN IS THE ONLY ONE THAT SUPPLY THIS SPRING  
12 COIL PART FOR MY LOCAL MECHANIC TO REPLACE.  
13 TO BE SAFE, I HAD BOTH FRONT SPRING COILS  
14 REPLACED, COSTING ME \$950 IN REPAIR WORK (INCL.  
15 REPLACING THE 2 FRONT STRUTS AND A WHEEL  
ALIGNMENT). I AM VERY DISAPPOINTED WITH  
NISSAN AND CAN NOT BELIEVE THAT I HAD TO  
REPLACE THE SPRING COIL AFTER JUST 54,000 MILES  
ON THE CAR AND DRIVING IT FOR LESS THAN 6  
YEARS. HAVING OWN DIFFERENT CARS OVER THE  
PAST 25 YEARS, THIS IS THE FIRST TIME I EVER HAD  
TO REPLACE A SPRING COIL IN ANY CAR I'VE OWN.

- 16
- NHTSA Complaint: 2009 NISSAN VERSA. THE COIL  
17 SPRING BROKE ON THE PASSENGER SIDE OF THE CAR  
18 RIPPING INTO THE TIRE, WHILE I WAS DRIVING. THE  
19 CAR'S STEERING WAS IMMEDIATELY AFFECTED AND  
20 SO WERE THE BRAKES, SINCE THE BROKEN SPRING  
21 RIPPED THE BRAKE LINE. I BROKE DOWN IN AN  
22 UNDERPASS AND HAD TO CALL THE POLICE SINCE  
23 WE WERE PLACED IN A DANGEROUS SPOT WITH  
24 CARS SPEEDING BY. I DID NOT EXPECT THIS FOR A  
CAR THAT IS 6 YEARS OLD! FROM WHAT I HAVE  
READ SO FAR THIS SEEMS TO BE A PREVALENT  
PROBLEM WITH NISSAN VERSAS AND IT SEEMS THAT  
THE DEALERS ARE NOT TAKING ANY ACTION.

25

  - NHTSA Complaint: 2009 NISSAN VERSA. RECENTLY, I  
26 SUBMITTED A SAFETY COMPLAINT HERE ABOUT A  
27 BROKEN COIL SPRING. AT ABOUT 39K MY RIGHT  
28 SPRING WENT AND WAS REPLACED BY A GENUINE

1 NISSAN REPLACEMENT COIL SPRING. AT ABOUT 61K,  
2 MY LEFT SPRING BROKE. I ORDERED A  
3 REPLACEMENT FROM NISSAN AND WAS GOING TO  
4 REPLACE IT. UNFORTUNATELY, I NOTICED THAT THE  
5 ALREADY BROKEN SPRING HAD SNAPPED SOME  
6 MORE AND THE NEWLY REPLACED SPRING HAD  
7 SNAPPED AS WELL WHEN THE CAR WAS SIMPLY  
8 SITTING ON MY DRIVEWAY! THE NEW RIGHT SIDE  
9 SPRING ONLY LASTED ABOUT 22K MILES OR 15  
10 MONTHS. BASICALLY, I HAVE EXPERIENCED 3  
11 BROKEN COIL SPRINGS FROM NISSAN AFTER ONLY  
12 ABOUT 61K MILES OF DRIVING. I HAVE READ THE  
13 STORIES AT THE CARCOMPLAINTS WEBSITE AND  
14 MANY ARE SIMILAR TO MINE. PLEASE INVESTIGATE  
15 THIS PROBLEM BEFORE SOMEONE GETS SERIOUSLY  
16 HURT.

- 17 • NHTSA Complaint: 2009 NISSAN VERSA. RECENTLY I  
18 NOTICED A PIECE OF METAL NEAR MY MAILBOX.  
19 LOOKING AT IT I QUICKLY REALIZED IT WAS  
20 PROBABLY A PIECE OF MY NISSAN VERSA  
21 HATCHBACKS LEFT COIL SPRING. SURE ENOUGH,  
22 THE BREAKAGE MATCHED WHAT WAS ON MY CAR.  
23 WHY DID I SO QUICKLY GUESS THAT IT WAS FROM  
24 MY CAR? BECAUSE MY RIGHT COIL SPRING WENT AT  
25 ABOUT 39000 MILES AND I HAD READ UP ON NISSAN  
26 VERSA HATCHBACKS AND SURE ENOUGH, A BUNCH  
27 OF PEOPLE HAVE HAD THIS PROBLEM (I ACTUALLY  
28 WAS WAITING FOR IT TO HAPPEN). MY RIGHT COIL  
SPRING BROKE MORE DRASTICALLY WHEN I WAS  
GOING AT HIGHWAY SPEEDS AND I WENT ONTO A  
BRIDGE. THERE WAS A LOUD CLANG AND MY  
ALIGNMENT WENT WHACK. LATER UPON  
INSPECTION AT A REPAIR SHOP, I REALIZED THAT I  
COULD HAVE HAD A VERY BAD CRASH SEEING THAT  
THE SHARP PART OF THE BROKEN SPRING COIL WAS  
ONLY A FEW INCHES AWAY FROM MY TIRE (IT WAS  
PRETTY UGLY BREAK). THE REPAIR COST ME 200\$  
WITH A STUDENT DISCOUNT, WHICH I VERY CHEAP,  
SOME PEOPLE FAIR WORSE. THE MORE RECENT LEFT  
COIL SPRING BROKE WITHOUT ME EVEN NOTICING

1 ANYTHING, I ONLY FOUND THE BROKEN PIECE  
2 ABOUT HALF A RING SIZE. SINCE IT WAS NEAR MY  
3 MAILBOX, IT MUST HAVE BROKE OFF AT LOW  
4 SPEEDS, PROBABLY WHEN I DROVE OVER THE  
5 LITTLE TROUGH IN FRONT OF THE DRIVE WAY FOR  
6 THE DRAIN. SOMEHOW THE REST OF THE SPRING  
7 JUST RE-ALLIGNED ITSELF SO I WAS ACTUALLY  
8 ABLE TO DRIVE MY CAR WITHOUT NOTICING  
9 ANYTHING WRONG. I OBVIOUSLY WONT DRIVE IT  
10 NOW UNLESS ITS TO A REPAIR SHOP. THIS IS  
11 UNACCEPTABLE, I AM A 4TH YEAR ELECTRICAL  
12 ENGINEERING STUDENT AND I AM DISSAPOINTED AT  
13 THE ENGINEERS WHO DESIGNED MY CAR. OTHER  
14 VERSA DRIVERS HAD THEIR WHEELS BLOWN BY  
15 THESE BROKEN COIL SPRINGS FROM WHAT I HAVE  
16 READ, I HAVE JUST BEEN LUCKY. I AM SURPRSIED  
17 THERE HAS BEEN NO RECALL YET BY NISSAN OR  
18 ATLEAST SOME WARNING, PERHAPS NO ONE WAS  
19 SERIOUSLY HURT YET. WHEN I GET OUT OF COLLEGE  
20 AND LOOK FOR A NEW CAR, I DON'T THINK I WILL  
21 CONSIDER NISSAN. THANK GOD I WASN'T HURT BY  
22 THESE FAILURES.

- 23
- NHTSA Complaint: 2009 NISSAN VERSA. WHEN I PUT  
24 THE CAR IN DRIVE TO PULL OUT OF MY PARKING  
25 SPOT I HEARD A NOISE AND THE FRONT END DRIVER  
26 SIDE DROPPED. I HAD TO REPLACE THE COIL SPRING  
27 AND STRUT. THE STRUT WAS DAMAGED DUE TO THE  
28 COIL SPRING BREAKING. I HAD TO FIX BOTH SIDES  
AND GET FRONT END ALIGNMENT WHICH COST  
OVER \$700.00. BASED ON WHAT I HAVE READ THIS IS  
A KNOW PROBLEM WITH THE NISSAN VERSAS AND  
THERE SHOULD HAVE BEEN A RECALL. I DRIVE ON A  
HIGHWAY IN BUMPER TO BUMPER TRAFFIC DAILY  
AND WAS LUCKY IT DID NOT HAPPEN THERE. THE  
NEXT PERSON MAY NOT BE SO LUCKY. NISSAN  
NEEDS TO DO SOMETHING ABOUT THIS BEFORE A  
SERIOUS ACCIDENT HAPPENS.
  - NHTSA Complaint: 2009 NISSAN VERSA. I STARTED TO  
BACK OUT OF MY DRIVE WAY WHEN I HEARD A

1 LOUD CLUCK SOUND. UPON CHECKING THE GROUND  
2 I FOUND PART OF THE PASSENGER SIDE SPRING  
3 LAYING ON THE GROUND. THERE IS NO RUST. THE  
4 PART JUST BROKE. THIS APPEARS TO BE A PROBLEM.  
I AM JUST GLAD THAT I WAS ON MY WAY DOWN THE  
HIGHWAY WHERE SOMEONE COULD HAVE DIED.

- 5
- 6 • NHTSA Complaint: 2009 NISSAN VERSA. WE WERE  
7 DRIVING ON THE GARDEN STATE PARKWAY DOING  
8 65 MPH WHEN THE FRONT PASSENGER SIDE COIL  
SPRING BROKE AND PUNCTURED THE PASSENGER  
10 SIDE TIRE CAUSING A BLOWOUT. LUCKILY I WAS  
11 ABLE TO MANEUVER THE CAR ONTO THE SHOULDER  
12 WITHOUT CAUSING AN ACCIDENT, BUT THE  
13 OUTCOME COULD HAVE EASILY BEEN DIFFERENT.  
14 AT THE TIME I DIDN?T KNOW IT WAS THE COIL  
15 SPRING, I JUST THOUGHT I RAN OVER SOMETHING  
16 ON THE HIGHWAY. IT WASN?T UNTIL I GOT TO A  
17 SERVICE SHOP THAT I LEARNED THAT IT WAS THE  
18 COIL SPRING THAT CAUSED THE BLOWOUT. OPEN  
19 INSPECTION WE SAW THAT THE BOTTOM OF THE  
20 SPRING HAD JUST BROKEN CLEAN OFF. THERE WAS  
21 NO RUST ANY WHERE NEAR WHERE THE SPRING  
22 BROKE. I?VE DONE SOME RESEARCH ON THIS  
23 PROBLEM AND IT?S ENTIRELY TOO COMMON FOR  
24 CARS THAT HAVE UNDER 100K MILES AND ARE 5  
25 YEARS OLD OR LESS. MY CAR HAD 68,432 MILES ON  
26 IT WHEN THE SPRING BROKE AND THIS IS  
27 SOMETHING THAT SHOULD NOT HAVE HAPPENED. OF  
28 THE 159 NHTSA COMPLAINTS FOR THE 2009 VERSA 58  
OF THEM ARE FOR THE COIL SPRINGS BREAKING.  
THAT?S ALMOST 1/3 OF ALL THE COMPLAINTS AND  
THIS ISN?T JUST A PROBLEM FOR THE 2009 MODEL  
YEAR. BASED ON THE COMPLAINTS, THIS HAS  
APPARENTLY BEEN AN ONGOING PROBLEM WITH  
THE VERSA FROM WHEN IT WAS INTRODUCED TO  
THE 2011 MODEL YEAR. WHO KNOWS HOW MANY  
VEHICLES HAD THIS PROBLEM AND THE OWNERS  
NEVER BOthered TO FILE A COMPLAINT. I WOULD  
LIKE TO KNOW WHAT IS BEING DONE ABOUT THIS

1 BECAUSE THERE SEEMS TO BE SOME SORT OF  
2 ENGINEERING DEFECT WITH THE COIL SPRINGS.

- 3 • NHTSA Complaint: 2009 NISSAN VERSA. 2009 NISSAN  
4 VERSA HATCHBACK WITH 50825 MILES. FRONT  
5 PASSENGER SUSPENSION COIL (SPRING) BROKE OFF  
6 WHILE DRIVING. VERY LOUD CLANG/BANG SOUND.  
7 DIDNÂ€™T KNOW WHAT HAPPENED. STOPPED  
8 VEHICLE AND DID NOT SEE ANYTHING OBVIOUS.  
9 WHEN HOME IN GARAGE, UPON CLOSER INSPECTION,  
10 NOTICED THAT THE FRONT PASSENGER SIDE COIL  
11 HAD BROKEN OFF. IT APPEARED TO HAVE RUST ON  
12 IT. I READ NUMEROUS COMPLAINTS ONLINE  
13 REGARDING SAME ISSUE ONLINE. THIS IS APPEARS  
14 TO BE A DEFECTIVE PART AND A SAFETY CONCERN  
15 THAT SHOULD REQUIRE A RECALL. COST TO  
16 REPLACE BOTH FRONT COILS = \$550
- 17 • NHTSA Complaint: 2009 NISSAN VERSA. I PURCHASED  
18 THIS CAR TO HAVE A SAFE VEHICLE FOR MY BABY  
19 TO RIDE IN AND AM INFURIATED THAT AFTER 5  
20 MONTHS OF PURCHASING IT AND ONLY 72,000 MILES,  
21 THE FRONT PASSENGER SIDE SPRING SNAPPED  
22 CLEAN OFF. THERE IS NO SIGNS OF RUST AND AFTER  
23 READING NUMEROUS COMPLAINTS OF THE SAME  
24 PROBLEM FROM OTHER VERSA OWNERS, THIS  
25 CLEARLY IS A DEFECT IN THE PART. WHY HAS THERE  
26 NOT BEEN A RECALL ON THIS??? IT'S A MAJOR  
27 SAFETY HAZARD. IS IT REALLY GOING TO TAKE FOR  
28 SOMEONE TO GET INJURED OR KILLED BEFORE  
SOMETHING IS DONE ABOUT IT, OR IS THIS ISSUE  
JUST GOING TO BE IGNORED?
- NHTSA Complaint: 2009 NISSAN VERSA. MY CAR WAS  
BEING INSPECTED IN NOVEMBER 2013. THE FRONT  
DRIVER SIDE SPRING COIL WAS CRACKED AND HAD  
TO BE REPLACED. IN MARCH 2014 I WAS DRIVING  
SLOWLY AND HEARD A HORRIBLY BREAKING  
SOUND. I FOUND PART OF MY FRONT PASSENGER  
SIDE COIL SPRING ON THE GROUND. IT HAD BROKEN  
AND ALSO HAD TO BE REPLACED. ON THE PART

1 THAT BROKE OFF FROM THE CAR; THERE WAS A  
2 CLEAR LINE. THE COIL WAS COATED WITH A  
3 PROTECTIVE ENAMEL LIKE COATING AND WAS  
4 PERFECTLY FINE. THERE WAS A LINE HOWEVER  
5 WHERE THERE WAS NO COATING ON THE COIL. THIS  
6 WAS COMPLETELY RUSTED THROUGH. IT IS CLEAR  
7 TO ME THAT THERE WAS A DEFECT IN  
8 MANUFACTURING OF THE COIL SPRINGS. THE COIL  
9 SPRINGS ARE NOT COATED PROPERLY AND ARE  
10 THEREFORE RUSTING WHERE THERE IS NO  
11 PROTECTIVE COAT AND BREAKING. THERE SHOULD  
12 BE AN INVESTIGATION AND RECALL. I HAD  
13 PURCHASED AN EXTENDED WARRANTY WHICH  
14 COVERED THESE REPAIRS SO FORTUNATELY I DID  
15 NOT LOSE ANY MONEY OR SUFFER ANY INJURIES  
16 DUE TO THIS NEGLIGENCE.

- 17
- 18 • NHTSA Complaint: 2009 NISSAN VERSA. WHEN  
19 PULLING OUT OF GARAGE HEARD LOUD BANG FROM  
20 RIGHT FRONT END. THOUGHT HAD RUN OVER  
21 SOMETHING IN GARAGE, BUT FOUND NOTHING AT  
22 THE TIME. DROVE SEVERAL HOURS ON HIGHWAY  
23 WITHOUT FURTHER INCIDENT UNTIL TURNED SHARP  
24 INTO DESTINATION DRIVEWAY AND HEARD A  
25 DEFINITE SUSPENSION "SPRING-LIKE" SOUND. DROVE  
AROUND THE BLOCK TURNING HARD, BUT SOUND  
DID NOT RECUR. SUBSEQUENTLY HEARD THE SAME  
SPRING SOUND INTERMITTENTLY, ESPECIALLY  
WHEN MAKING A HARD TURN. HAD PROBLEM  
EVALUATED BY NISSAN DEALER WHO SAID RIGHT  
FRONT COIL SPRING WAS BROKEN AND NEEDED  
REPLACED. SUBSEQUENTLY TOOK IN FOR ACTUAL  
REPAIR AND DEALER INSTEAD RECOMMENDED TO  
REPLACE BOTH FRONT COIL SPRINGS (BEST AS A  
PAIR), BOTH STRUTS (SINCE RIGHT ONE SEEING  
SLIGHTLY), AND HAVE ALIGNED. TOTAL QUOTED  
COST ABOUT \$750 FOR ALL REPAIRS.
  - 26  
27 • NHTSA Complaint: 2009 NISSAN VERSA. WHILE  
28 DRIVING AT APPROXIMATELY 35 MPH, THE FRONT  
RIGHT STRUT SNAPPED. LESS THAN 30,000 MILES ON

1 THE CAR. THERE WERE NO POTHOLEs, DITCHES, OR  
2 ANYTHING THAT COULD HAVE CAUSED THIS  
3 BREAKAGE. THIS COULD HAVE CAUSED A VERY  
4 SERIOUS ACCIDENT..UPDATED 11/03/14 \*BF UPDATED  
5 11/06/14

- 6
- 7 • NHTSA Complaint: 2009 NISSAN VERSA. BACKING UP  
8 TO CHANGE PARKING SPOT AT WORK. HEARD A  
9 REALLY LOUD NOISE FRONT RIGHT. IT ENDED UP  
10 BEING THE COIL SPRING APPARENTLY. DIDN'T KNOW  
11 THAT IT WAS BECAUSE THE CAR DRIVED OKAY  
12 AFTER THAT. BUT WHEN I TOOK IT IN FOR OIL  
13 CHANGE AND TIRE ROTATATION, THAT'S WHEN IT  
14 WAS DISCOVERED IT WAS BROKEN. QUITE COSTLY  
15 TO REPLACE. THEN IN SEPTEMBER OF 2014, I WENT  
16 BACK IN FOR A NEW OIL CHANGE & TIRE ROTATION.  
17 WHEN MECHANIC WAS ROTATING TIRE, THE FRONT  
18 LEFT COIL SPRING JUST SNAPPED RIGHT IN FRONT OF  
19 HIS EYES. CAR STILL DRIVEABLE, BUT IS COSTLY TO  
20 REPLACE. I HAVE A LIMITED INCOME. NOW, THIS  
21 SEEMS TO BE AN EXTREME PROBLEM WITH NISSAN  
22 VERSA. THIS NEEDS TO BE PUT IN AS A RECALL AND  
23 THEY SHOULD BE FOOTING THE BILL FOR THEIR  
24 ERRORS, NOT US , THE TRUSTING CONSUMER.
  - 25 • NHTSA Complaint: 2009 NISSAN VERSA. DURING THE  
26 MONTH OF MAY 2014 THE VERSA STARTED TO MAKE  
27 CLICKING NOISES AT THE FRONT OF THE CAR  
28 ESPECIALLY WHEN I APPLIED THE BRAKES. THE  
SOUNDS GOT WORSE AND THE CAR WAS NOT  
PERFORMING WELL. I TOOK IT TO THE SERVICE  
STATION IN MY NEIGHBOURHOOD AND THE PERSON  
WHO REPAIRED MY CAR HAD TO REPLACE THE 2  
FRONT STRUT MOUNTS, 2 FRONT COIL SPRINGS AND  
ALIGN THE 4'WHEELS! THE CAR ONLY HAD 5420  
MILES ON IT AT THAT TIME. NOW TODAY, I TOOK  
THE CAR BACK TO THE SERVICE PERSON AS THE CAR  
IS MAKING THE SAME CLICKING NOISES AND THE  
STEERING COLUMN IS MAKING NOISE WHEN I TURN  
IT TO THE RIGHT! I SENT AN EMAIL TO NISSAN

1 TODAY TO INFORM THEM OF THESE PROBLEMS AND  
2 ALSO TO LET THEM KNOW THAT THE CAR WAS  
3 TAKEN IN AGAIN TODAY FOR MORE PROBLEMS THAT  
HAVE ARisen! THANK YOU.

- 4
- 5 • NHTSA Complaint: 2009 NISSAN VERSA. FRONT RIGHT  
COIL SPRING SNAPPED. I WAS TRAVELING ON A  
SMOOTH HIGHWAY WITH NO BUMPS OR TURNS AT  
THE TIME. ALMOST CAUSED MY FAMILY TO GET  
INTO AN ACCIDENT AND COULD HAVE RUPTURED  
THE TIRE CAUSING FURTHER DAMAGE, WHICH WAS  
THE CASE FOR MANY OTHER PEOPLE. UPON  
RESEARCHING THE PROBLEM I HAVE DISCOVERED A  
HIGH VOLUME OF SIMILAR COMPLAINTS WITH THE  
SAME EXACT VEHICLE IN THE NORTHERN PARTS OF  
THE UNITED STATES. I ASSUME THIS HAS TO DO  
WITH THE SALT THEY USE ON THE ROADS IN THE  
WINTER CAUSING RAPID EROSION. MY MECHANIC  
SAYS THIS SHOULDN'T HAPPEN THIS EARLY IN A  
CAR'S LIFE. OTHER CAR COMPANIES, SUCH AS FORD,  
HAVE HAD SIMILAR ISSUES AND DID ISSUE A  
RECALL. IT IS CLEARLY A SAFETY ISSUE WHICH  
COULD CAUSE A FATAL ACCIDENT IF NOT  
ADDRESSED. \*TR
  - 17
  - 18 • NHTSA Complaint: 2009 NISSAN VERSA. MY  
SUSPENSION SPRING SNAPPED WHILE PULLING OUT  
OF MY DRIVEWAY. THIS IS A KNOWN PROBLEM WITH  
NISSAN VERSAS. I HAVE CONTACTED NISSAN NA  
AND MY LOCAL DEALER AND THERE IS NO CURRENT  
RECALL. I REPLACED BOTH SPRINGS AND THEY  
WERE BOTH RUSTED AND FLAWED. LUCKILY I  
WASN'T TRAVELING ON THE HIGHWAY AT THE TIME,  
OR IT COULD HAVE BEEN A LOT WORSE. I  
ENCOURAGE THOSE WHO HAVE SIMILAR  
EXPERIENCES TO CONTACT NISSAN AND FILE  
COMPLAINTS BOTH WITH THE NA OFFICE AND  
NHTSA. \*TR
  - 27
  - 28 • NHTSA Complaint: 2009 NISSAN VERSA. BOTH FRONT  
COIL SPRINGS ON MY 2009 NISSAN VERSA SNAPPED

1           IN HALF ON THE SAME DAY. THERE WAS NO  
2 APPARENT RUST OR FATIGUE. THE FRONT LEFT TIRE  
3 WAS GOUGED OUT BEYOND REPAIR FROM ONE OF  
4 THE SPRINGS (I AM LUCKY IT DIDN'T PUNCTURE AND  
5 BURST WHILE I WAS DRIVING IT.) I HAD TO REPLACE  
6 BOTH COIL SPRINGS, THE MOUNTS, THE SWAY BARS,  
7 AND THE TIRE, COSTING ME NEARLY \$1000 IN  
REPAIRS. I DO NOT BELIEVE THIS IS ACCEPTABLE ON  
A 5 YEAR OLD VEHICLE WITH RELATIVELY FEW  
MILES ON IT. \*TR

- 8           • NHTSA Complaint: 2009 NISSAN VERSA. I WAS TAKING  
9 A RIGHT HAND TURN AFTER A STOP SIGN IN A  
10 DEPARTMENT STORE PARKING LOT. I HEARD A LOUD  
11 POPPING NOISE STOP TO CHECK IT OUT. AND THERE  
12 WAS A HALF MOON SHAPED PIECE OF COIL FROM MY  
DRIVER SIDE SUSPENSION LAYING ON THE GROUND.  
\*TR
- 13           • NHTSA Complaint: 2009 NISSAN VERSA. FRONT COIL  
14 SPRINGS BROKE ON 2009 NISSAN VERSA WHEN  
15 PULLING OUT OF DRIVEWAY. FOUND PIECE OF  
16 METAL UNDER LEFT SIDE OF CAR THAT WAS PART  
17 OF THE SPRING. THE RIGHT SIDE COIL WAS ALSO  
18 BROKEN. I HAVE SAVED BOTH SPRINGS FOR REVIEW.  
19 WE ARE THE ORIGINAL OWNERS OF THIS CAR THAT  
20 IS DRIVEN MAINLY BY MY DAUGHTER TO AND FROM  
21 SCHOOL/WORK. VERY FRIGHTENING SITUATION FOR  
22 HER. COST TO REPAIR BOTH COIL SPRINGS WITH  
23 LABOR WAS \$430.72 FROM A TRUSTED  
24 NEIGHBORHOOD MECHANIC SINCE THIS DID OCCUR  
25 ON A HOLIDAY WEEKEND. \*TR
- 26           • NHTSA Complaint: 2009 NISSAN VERSA. I WENT TO  
27 PUT MY CAR INTO GEAR AND I MY FRONT END  
28 DROPPED AND I HEARD A METAL HITTING THE ROAD  
SOUND. I GOT OUT AND SAW BY LEFT FRONT END  
HAD DROPPED 3-4 INCHES AND A PIECE OF MY COIL  
SPRING ON THE GROUND. I HAD TO GET THE CAR  
TOWED AND REPAIRED FOR OVER \$580. THANK GOD I  
WASN'T DRIVING 65 AT THE TIME. \*TR

- 1       • NHTSA Complaint: 2009 NISSAN VERSA. WE HAVE  
2 HAD TWO 2009 NISSAN VERSA FOR MY SON'S TO  
3 DRIVE AFTER COMPLETING BOOT CAMP IN THE  
4 USMC. AFTER FRIDAY'S FAILURE, BOTH VEHICLES  
5 HAVE BROKEN COIL SPRINGS IN THE FRONT  
6 SUSPENSION. FORTUNATELY, HE WAS NOT  
7 TRAVELING DOWN THE ROAD AND WAS ONLY  
8 BACKING OUT OF THE DRIVEWAY. \*TR
- 9       • NHTSA Complaint: 2009 NISSAN VERSA. I PURCHASED  
10 THIS CAR NEW AND IT WAS PASSED ON TO MY  
11 DAUGHTER. NO ACCIDENTS PRIOR TO THE INCIDENT  
12 THAT I AM REPORTING. IN APRIL, MY GRANDSON  
13 CALLED HIS FATHER AND SAID THAT HE HAD A FLAT  
14 TIRE. UPON INSPECTION, THIS FLAT TIRE WAS  
15 CAUSED BY BROKEN RIGHT FRONT COIL SPRING. I  
16 AM GLAD THAT THE CAR WAS PARKED WHEN IT  
17 HAPPENED. MILEAGE ON THE CAR WAS ABOUT 34,000  
18 MILES. I AM VERY UPSET ABOUT THIS BECAUSE THIS  
19 COULD HAVE CAUSED A VERY SERIOUS ACCIDENT.  
20 MY GRANDSONS ARE SPECIAL TO ME. THIS VEHICLE  
21 SHOULD BE RECALLED FOR INSPECTION AND OR  
22 REPLACEMENT OF THE COIL SPRINGS ON ALL OF THE  
23 VERSA AUTOMOBILES. THIS IS A DEFINITE SAFETY  
24 ISSUE. IS NISSAN GOING TO SWEEP IT UNDER THE  
25 TABLE LIKE ANOTHER MANUFACTURER? THE  
26 REPAIRS COSTS \$217 WHICH WAS A VERY  
27 REASONABLE AMOUNT. THE POSSIBLE RISK IS NOT  
28 REASONABLE. I JUST CHECKED THE WEB SITE SO  
THIS SHOULD BE INCIDENT NUMBER 44 THAT IS  
REPORTED TO YOU. \*TR
- NHTSA Complaint: 2009 NISSAN VERSA. TL\* THE  
CONTACT OWNS A 2009 NISSAN VERSA. THE  
CONTACT STATED THAT WHILE DRIVING 30 MPH,  
THE TIRE TREAD SEPARATED AND THE BACK SIDE OF  
THE RUBBER BECAME SEPARATED FROM THE RIM.  
THE VEHICLE WAS TAKEN TO A TIRE SHOP AND WAS  
REPAIRED. THE VEHICLE WAS TAKEN TO THE  
DEALER WHERE IT WAS ADVISED THAT THE

1 SUSPENSION SPRING AND THE COIL TIE WERE  
2 FRACTURED. THE MANUFACTURER WAS NOT MADE  
3 AWARE OF THE FAILURE. THE FAILURE AND THE  
CURRENT MILEAGE WAS 43,500.

- 4
- 5 • NHTSA Complaint: 2009 NISSAN VERSA. PULLING OUT  
6 OF DRIVEWAY, HEARD A "POP" NOISE AND LATER  
7 FOUND ON THE FLOOR A PIECE OF THE COIL SPRING  
8 FROM THE FRONT PASSENGER SIDE. HAD BROKEN  
9 OFF WHERE IT COMES INTO CONTACT WITH THE  
10 STRUT PLATE THAT HOLDS IT IN PLACE AT THE  
11 BOTTOM. I CALLED THE DEALERSHIP, THEY SAY  
12 NISSAN WON'T COVER IT BECAUSE ITS COVERED  
13 ONLY UP TO 3YR/30000MILES. I'M CALLING NISSAN  
14 TOO BUT NEED TO CAR SO HAVING IT TOWED TO MY  
15 MECHANIC TO REPLACE THE COIL. COIL SPRING  
16 COSTS \$111.80. I'M SURE WITH PARTS AND SERVICE,  
17 IT WOULD BE HIGHER THAN THAT. THERE SHOULD  
18 BE THE NISSAN RECALL FOR THIS. THIS IS  
19 POTENTIALLY FATAL CRASH PROBLEM. NISSAN  
BETTER DO THE RECALL OR GET READIED TO BE  
SUED BY SOMEONE SOON. I READ THE SAME  
PROBLEM IN CANADA VERSA FORUMS TOO. P.S.  
SORRY ABOUT THE ALL CAPS. THIS IS THE ONLY  
WAY TO TELL HOW UPSET I'M. I USE THIS CAR TO  
COMMUTE MY TWO LITTLE DAUGHTERS TO SCHOOL  
DAILY. I WOULD NOT WANT THIS SPRING TO SNAP  
AT HIGHWAY. \*JS

20

  - 21 • NHTSA Complaint: 2009 NISSAN VERSA. LEFT FRONT  
22 COIL SPRING FAILURE , SPRING SNAPPED AS I  
BACKED OUT OF DRIVEWAY, I SHUDDER WHEN I  
23 THINK WHAT WOULD HAVE HAPPENED AT HIGHWAY  
SPEED , AS I TRAVEL THE GARDEN STATE PARKWAY  
24 DAILY . THIS VEHICLE HAS NEVER BEEN ABUSED ,  
AND IN MY ALMOST 40 YEARS OF BEING AROUND  
25 CARS I HAVE NEVER SEEN A POTENTIALLY DEADLY  
SPRING FAILURE AS THIS . ALSO , UPON CHECKING  
26 AUTO FORUMS ONLINE IT SEEMS THIS FAILURE IS  
NOT UNCOMMON TO THE NISSAN VERSA . \*TR

- 1        • NHTSA Complaint: 2009 NISSAN VERSA. WHEN  
2           BACKING OUT OF THE GARAGE THIS MORNING I  
3           HEARD A GRINDING NOISE, PULLED BACK IN. GOT  
4           OUT, LOOKED FOR A FLAT TIRE OR SOME OBJECT  
5           BEING DRAGGED UNDER THE CAR, DIDN'T SEE  
6           ANYTHING UNUSUAL AND TRIED TO BACK OUT  
7           AGAIN, SAME GRINDING NOISE. GOT A FLASHLIGHT  
8           AND NOTICED THE COIL SPRING ON THE FRONT  
9           PASSENGER SIDE WAS RESTING ON THE TIRE.  
10          LOOKING CLOSER, FOUND A LARGE PIECE OF THE  
11          COIL SPRING BROKEN OFF AND SITTING JUST BEHIND  
12          THE WHEEL WELL ON THE GROUND. CAR DROVE  
13          FINE LAST NIGHT, SPRING BROKE OFF AT SOME  
14          POINT BEFORE I LEFT FOR WORK THIS MORNING. \*TR
- 15        • NHTSA Complaint: 2009 NISSAN VERSA. PULLING OUT  
16          OF OUR GARAGE, THERE WAS A "POP" NOISE AND  
17          LATER WE FOUND ON THE GARAGE FLOOR A PIECE  
18          OF THE COIL SPRING FROM THE FRONT PASSENGER  
19          SIDE HAD BROKEN OFF WHERE IT COMES INTO  
20          CONTACT WITH THE STRUT PLATE THAT HOLDS IT IN  
21          PLACE AT THE BOTTOM. \*TR
- 22        • NHTSA Complaint: 2009 NISSAN VERSA. I HAD THE  
23          CAR IN REVERSE TO BACK OUT OF GARAGE AND  
24          HEARD A GRINDING SOUND. I STOPPED TO LOOK AT  
25          THE CAR BUT DIDN'T SEE ANYTHING OBVIOUS. I  
26          TRIED DRIVING AGAIN BUT STOPPED AFTER A FEW  
27          FEET AND CALLED MY MECHANIC. HIS GARAGE IS  
28          ABOUT A HALF MILE AWAY SO I TRIED TO DRIVE  
                SLOWLY THERE BUT SUDDENLY THERE WAS A LOUD  
                BANG AND THE CAR FELT LIKE IT HIT THE ROAD ON  
                THE RIGHT FRONT SIDE. THE TIRE WAS FLAT. THE  
                DIAGNOSIS IS A BROKEN COIL SPRING, WHICH I  
                HAVE SINCE LEARNED IS A COMMON DEFECT ON  
                THE VERSA. \*TR
- 29        • NHTSA Complaint: 2009 NISSAN VERSA. ON THE 21ST  
30          OF APRIL 2014 MY WIFE LEFT WORK. AS SHE WAS  
31          REVERSING THE CAR SHE HEARD A LOUD GRINDING  
32          NOISE AND THEN A BOOM. THE FRONT RIGHT TIRE

1 BLEW OUT. SHE FOUND A LARGE SHEERED OFF  
2 METAL PIECE UNDERNEATH THE CAR. WE TOOK THE  
3 CAR IN THE NEXT DAY TO A PROFESSIONAL SERVICE.  
4 THEY FOUND OUT THAT THE SPRING WAS  
5 COMPLETELY DESTROYED. THE COST TO FIX  
6 EVERYTHING INCLUDING THE TIRE WAS \$720. THE  
7 WORSE PART IS THAT THEY ONLY HAD OEM PARTS  
8 AVAILABLE. THIS MEANS THAT THEY HAD TO PUT  
9 THE SAME DEFECTIVE SPRINGS BACK ON OUR CAR.  
10 AFTER I FILED A REPORT WITH CONSUMER AFFAIRS  
11 NISSAN CONTACTED ME BACK SAYING THAT THEY  
12 WILL NOT HONOR THIS DEFECTIVE PART. WE  
13 PURCHASED OUR CAR IN THE SUMMER OF 2010. THE  
14 SPRING LASTED ONLY FOUR YEARS. HAD THIS BEEN  
15 ON THE HIGHWAY MY FAMILY COULD HAVE BEEN  
16 SERIOUSLY INJURED, ESPECIALLY DURING THIS  
17 RECENT WINTER. THIS IS OUR ONLY CAR AND WE  
18 HAVE THREE CHILDREN UNDER THREE YEARS OLD.  
19 NO ONE SHOULD BUY A NISSAN VERSA, PERIOD, IF  
20 THEY CARE ABOUT THE SAFETY OF THEIR FAMILY.  
21 \*JS  
22

- 23
- 24 • NHTSA Complaint: 2009 NISSAN VERSA. WHILE TRAVELING AT LOW SPEED, UNDER 25 MILES PER HOUR, ON A SMOOTHLY PAVED ROAD, I HEARD A LOUD BANG FOLLOWED BY A RATTLING SOUND IN THE LEFT FRONT WHEEL WELL. AFTER PULLING OVER I FOUND A PART OF A COIL SPRING IN THE ROAD. AFTER LOOKING AT THE COIL SPRING IN THE WHEEL WELL I NOTICED THAT THE END WAS BROKEN AND JAGGED AND MATCHED THE BROKEN PIECE OF COIL THAT WAS LEFT ON THE ROAD. I DO NOT DRIVE OFF ROAD AND HAVE MAINTAINED MY VEHICLE WELL. THERE WAS NO INDICATION THAT THERE WAS A PROBLEM WITH THIS COIL PRIOR TO THE BREAK. \*JS

25

  - 26 • NHTSA Complaint: 2009 NISSAN VERSA. I WAS DRIVING APROX. 30 MPH WHEN I HEARD A SNAP IN THE FRONT. THE CAR PULLED TO THE LEFT AND WENT IN THE OPPOSITE LANE OF TRAFFIC. I GOT OUT

27

28

1 AND FOUND A PIECE OF BROKEN OR SNAPPED COIL  
2 SPRING UNDER MY VEHICLE. \*JS

- 3 • NHTSA Complaint: 2009 NISSAN VERSA. PUT CAR IN  
4 GEAR AND STARTED TO PULL AWAY FROM PARKING  
5 SPOT. DROVE MAYBE 100 YARDS AND HEARD A  
6 LOUD BANG. I PULLED OVER AND LOOKED AROUND.  
7 NOTICED PART OF A COIL SPRING LAYING ON THE  
8 GROUND. LOOKING AT THE CAR IT WAS OBVIOUS IT  
9 WAS FROM MINE. TOOK IT TO THE LOCAL NISSAN  
10 DEALER AND THEY LOOKED OVER CAR. SAID THAT  
11 THEY HAVE NOT SEEN THIS HAPPEN BEFORE AND IT  
12 SHOULD NEVER HAPPEN. AFTER LOOKING OVER  
13 INFORMATION ON MY CAR AND SEEING I HAD THE  
14 EXTENDED WARRANTY THEY TOLD ME I NEEDED A  
15 NEW STRUT AND SPRING AS WELL AS AN  
16 ALIGNMENT. NISSAN WOULD HELP WITH THE COST  
17 OF THE STRUT BUT NOT THE SPRING OR ALIGNMENT.  
18 HOW IS THIS POSSIBLE WHEN THE FAILURE IS  
19 CAUSED BY A COIL SPRING BREAKING. A PART THAT  
20 SHOULD NEVER BREAK. SERVICE ADVISOR SAID  
21 SPRING BROKE BECAUSE OF A LITTLE RUST SPOT ON  
22 IT. SOMEONE NEEDS TO EXPLAIN TO ME HOW CARS  
23 FROM THE 50'S HAVE RUSTY COIL SPRINGS THAT  
24 DON'T SNAP BUT A 2009 VERSA HAS A RUST SPOT  
25 AND IT SNAPS OFF. THIS MATTER NEEDS TO BE  
26 ADDRESSED BY NISSAN. THERE MAYBE ONLY A FEW  
27 COMPLAINTS ON HERE ABOUT IT BUT GOOGLE "09  
28 NISSAN VERSA COIL SPRING" AND YOU WILL FIND  
TONS OF COMPLAINTS OF THIS EXACT THING  
HAPPENING TO THE LEFT FRONT COIL SPRING.  
SEEMS ODD THAT ITS ALWAYS THE FRONT LEFT. \*TR
- NHTSA Complaint: 2009 NISSAN VERSA. ALTHOUGH  
I'M NOT SURE EXACTLY WHEN IT OCCURRED, I  
SUSPECT IT HAPPENED WHILE DODGING WINTER  
POTHOLE IN STREETS LEADING INTO CLEVELAND,  
OHIO FOR AN EVENT THERE. RETURNING HOME ON  
THE FREEWAYS, MY WIFE AND I NOTICED THE RIDE  
WAS EXTREMELY HARSH. LATER I NOTED THE  
DRIVERS SIDE WAS LOW IN THE FRONT. ACTUALLY

1 THERE WAS ONLY AN INCH BETWEEN THE TIRE AND  
2 THE WHEEL CUTOUT. I TRIED BOUNCING THE FRONT  
3 SUSPENSION BUT IS WAS SOLID. CLUNKING AS I  
4 DROVE OUT MY DRIVEWAY, I WENT TO MY DEALER  
5 SERVICE MANAGER WHO DID A QUICK LOOK AT MY  
6 PARKED CAR . HE KNEW INSTANTLY IT WAS A  
7 BROKEN COIL SPRING AND HAD A SET FOR BOTH  
8 SIDES READILY AT HAND. THE NEW SPRINGS ARE  
9 ONLY WARRANTIED FOR 1 YEAR OR 12,000 MILES.  
10 WHICH MAKES ME THINK THEY HAVEN'T SOLVED  
11 THIER PROBLEM AND I DONT LIKE THE IDEA OF  
12 PAYING FOR IT WHILE BEING A TEST DRIVER. I  
13 NEVER OWNED A CAR IN 55 YEARS BEFORE THAT I  
14 DID NOT TRUST. I DID BUY THIS CAR NEW IN JULY OF  
15 2009 BUT FOUND OUT LATER IT WAS  
16 MANUFACTURED IN NOVEMBER 2008. \*TT

- 17
- 18 • NHTSA Complaint: 2009 NISSAN VERSA. BOTH FRONT  
19 COIL SPRINGS ON THE 2009 NISSAN VERSA SNAPPED.  
20 THOUGHT THIS WAS HIGHLY UNLIKELY AND JUST  
21 BAD LUCK. HOWEVER AFTER SOME SEARCHING I  
22 FOUND THAT MANY NISSAN VERSA OWNERS HAVE  
23 HAD THE EXACT SAME TROUBLE, AND HAVE BEEN  
24 TOLD BY THEIR DEALERS THAT THEY WERE  
25 UNAWARE OF A PROBLEM. THE CAR IS DRIVEN BACK  
26 AND FORTH TO WORK ON CITY STREETS AND NOT  
27 ON BAD OR DIRT ROADS. IT HAS NOT BEEN SUBJECT  
28 TO ANY HEAVY TRANSPORT. BOTH SPRINGS BROKE  
OFF AT THE BOTTOM OF THE SPRING, WHERE MOST  
OTHER PEOPLE HAVE DESCRIBED AS THEIR BREAK  
POINTS. \*TT
  - NHTSA Complaint: 2009 NISSAN VERSA. I WAS  
PULLING OUT OF MY PARKING SPACE WHEN I  
EXPERIENCED WHAT FELT AND SOUNDED LIKE  
RUNNING OVER AN EMPTY SODA BOTTLE. I EVEN  
LOOKED BACK TO SEE WHAT I HAD RUN OVER BUT  
SAW NOTHING ON THE GROUND. NEEDLESS TO SAY I  
CONTINUED ON MY WAY BUT WHILE DRIVING DOWN  
THE HIGHWAY THE FRONT OF MY CAR FELT LIKE IT  
WAS BOUNCING UP AND DOWN AND WAS HARD TO

1 STEER AND CONTROL. IT WAS TAKEN TO THE  
2 DEALERSHIP WHERE IT WAS PURCHASED AND I WAS  
3 TOLD THAT THE FRONT LEFT COIL SPRING HAD  
4 BROKEN AND THIS WAS GOING TO BE A MAJOR  
5 REPAIR. I WAS SHOCKED THAT SOMETHING LIKE  
6 THIS COULD RANDOMLY HAPPEN AND WAS  
7 INFORMED THAT THIS IS A TYPICAL RESULT OF AN  
8 ACCIDENT (WHICH WAS NOT THE CASE) AND WAS  
9 THEN LATER TOLD THAT IS CAN OCCUR FROM  
10 "NORMAL" WEAR AND TEAR OR AGE OF THE CAR.  
11 NOW THIS IS WHERE I BECAME SKEPTICAL BECAUSE  
12 THE CAR IS ~4.5 YEARS OLD, LESS THAN 54,000 MILES,  
13 IS VERY WELL KEPT, AND ALTHOUGH I HAVE A  
14 LONG COMMUTE IT IS PRIMARY ON THE HIGHWAY. I  
15 HAVE DONE SOME RESEARCH ON THIS ISSUES AND IT  
16 APPEARS THAT I AM NOT THE ONLY ONE THAT HAS  
17 ENCOUNTERED THIS ISSUE IN THE SAME YEAR,  
18 MAKE AND MODEL OF THIS CAR. I HAVE ALSO  
19 SPOKEN TO A FEW MECHANICS WHO ALSO FEEL  
20 THAT A 4.5 YEAR OLD COIL SPRING SHOULD NOT  
JUST BREAK SO EASILY AS IT DID. I DID ASK TO KEEP  
THE PART AND NOW HAVE IT IN MY POSSESSION. I  
HAVE CONTACTED THE NISSAN'S CORPORATE  
BRANCH BUT FOUND THAT TO BE A DEAD END  
AFTER SEVERAL BACK AND FORTH EXCHANGES  
OVER THE PAST FEW MONTHS. AFTER SPEAKING  
WITH A FEW OTHER NISSAN OWNERS THEY WERE  
NOT SURPRISED AS NOT ONE OF THEM HAS EVER  
HAD A PLEASANT EXPERIENCE DEALING WITH THIS  
CORPORATION. \*TR

- 21
- 22     • NHTSA Complaint: 2009 NISSAN VERSA. TIRE BLEW  
23       OUT ON THE HIGHWAY. HAD CAR TOWED TO A BODY  
24       SHOP WHERE I WAS INFORMED THAT A COIL SPRING  
25       HAD BROKEN AND CAUSED THE TIRE TO BLOW.  
26       LOOKED ONLINE AND NOTICED THAT THIS IS A  
27       KNOWN ISSUE WITH THE NISSAN VERSA. NISSAN  
28       CUSTOMER SERVICE WAS UNHELPFUL, GETTING  
BASIC FACTS OF MY CASE WRONG AND CLAIMING  
NO LIABILITY SINCE WARRANTY HAD EXPIRED. THIS  
IS A KNOWN ISSUE WITH HIGH POTENTIAL FOR

1 MORTALITY. I RECOMMEND AN INVESTIGATION  
2 INTO A POTENTIAL RECALL. \*TR

- 3 • NHTSA Complaint: 2009 NISSAN VERSA. THE FIRST  
4 INSTANCE HAPPENED ON THE DRIVER'S SIDE OF MY  
5 CAR AS I WAS BACKING OUT OF THE PARKING SPOT  
6 AT MY HOUSE, I HEARD THE LOUD PING OF METAL  
7 SNAPPING. I BACKED UP A LITTLE FARTHER AND  
8 STOPPED TO FIND A PIECE OF WHAT I WOULD LATER  
9 LEARN WAS PART OF THE COIL SPRING ON THE  
10 FRONT DRIVER'S SIDE. I TOOK MY CAR THE  
11 DEALERSHIP WHERE THEY TOLD ME IT COULD HAVE  
12 EASILY SLICED OPEN MY TIRE OR BRAKE LINE HAD I  
13 BEEN GOING FAST. AFTER A LOT OF BACK AND  
14 FORTH BETWEEN US THEY REPAIRED IT WITHOUT  
15 CHARGING ME. FAST FORWARD TO JANUARY 12,  
16 2014, 64,500 MILES. I DON'T KNOW EXACTLY WHEN  
17 THE BREAK OCCURRED THIS TIME, BUT AS I WAS  
18 DRIVING HOME, I WOULD HERE A CLANGING SOUND  
19 WHENEVER I TURNED OR HIT EVEN THE SLIGHTEST  
20 BUMP IN THE ROAD. I CHECKED THE CAR THE NEXT  
21 DAY AND NOTICED THE FRONT END WAS LOW. UPON  
22 CLOSER INSPECTION, THE PASSENGER SIDE SPRING  
23 IS NOW BROKEN. I HAVEN'T BEEN ABLE TO GET A  
24 CLOSER LOOK AT IT YET, BUT IT LOOKS BROKEN IN  
25 A SIMILAR MANNER TO THE FIRST ONE. EVERYTHING  
26 I'VE LOOKED UP TELLS ME THAT THESE SPRINGS ARE  
27 NORMALLY SUPPOSE TO LAST OVER 100,000 MILES,  
28 AND YET BOTH MINE HAVE BROKEN NOW BEFORE  
HITTING 65,000 MILES. ONCE AGAIN THE SPRING  
COULD HAVE EASILY SLICED THE TIRE OR A BRAKE  
LINE, AND HAD I BEEN ON THE HIGHWAY WHEN  
THAT HAPPENED IT COULD HAVE EASILY ENDED  
BADLY. THIS REALLY NEEDS TO BE LOOKED INTO,  
FROM ALL THE OTHER RELATED PROBLEMS I'VE  
SEEN, IT SOUNDS LIKE A BAD BATCH OF SPRINGS.  
\*TR

- 26 • NHTSA Complaint: 2009 NISSAN VERSA. I WAS  
27 DRIVING AT 45 MPH AND A LOUD "THUMP" UNDER  
28 MY CAR SOUNDED LIKE SOMETHING HIT THE

1 UNDERCARRIAGE. I LOOKED BACK AND COULD NOT  
2 SEE ANYTHING ON THE ROAD. THE NEXT DAY,  
3 HEARD A "CLANG" UNDER THE AS I DECELERATED  
4 FROM 20 MPH. I STOPPED AND FOUND A PIECE OF MY  
5 RIGHT FRONT COIL SPRING IN THE ROADWAY. THE  
6 ENTIRE BOTTOM COIL OF THE SPRING HAD SNAPPED  
7 RIGHT THROUGH THE METAL AND FALLEN OFF THE  
8 CAR. THIS IS THE SECOND COIL SPRING ON MY CAR  
9 THAT HAS DONE THIS. THE LEFT SPRING SNAPPED  
10 THE SAME WAY, ABOUT A YEAR AGO. THE  
11 MANUFACTURER MUST HAVE USED BAD METAL FOR  
12 THE SPRINGS, AND THEY COULD KEEP SNAPPING  
13 WHILE I AM DRIVING. IT WAS DANGEROUS WHEN  
14 THE FIRST SPRING SNAPPED, BUT IF BOTH SPRINGS  
15 SNAP ON THE SAME CAR, THERE IS A SERIOUS  
16 DEFECT. \*TR

- 17
- 18 • NHTSA Complaint: 2009 NISSAN VERSA. PASSENGER  
19 SIDE SPRING COIL BROKE NEARLY 5 MONTHS AFTER  
20 THE DRIVER SIDE SPRING COIL BROKE. SEE  
21 COMPLAINT FROM 7/31/13. LUCKILY, COIL BROKE  
22 WHILE BACKING OUT OF DRIVE WAY, SO I DID NOT  
23 LOSE CONTROL OF VEHICLE. BROKEN PART OF COIL  
24 IS NOW PINCHED BETWEEN COIL SEAT AND REST OF  
25 COIL LEAVING THE REMAINING SPRING UNSEATED.  
26 CAR IS UNDRIVEABLE IN THIS CONDITION FOR  
27 SECOND TIME BEFORE 5 YEAR LOAN IS EVEN PAID  
28 OFF. CASE OPENED WITH NISSAN, BUT THEY THUS  
FAR HAVE REFUSED TO PAY DIAGNOSTIC FEE TO  
CONFIRM BROKEN SPRING COIL. BROKEN COIL CAN  
BE CLEARLY SEEN IN TIRE WELL. DIAGNOSIS IS  
REQUIRED FOR ANY FURTHER ACTION BY NISSAN  
REGARDING REPAIR REIMBURSEMENT. BAD  
CUSTOMER SERVICE. \*TR
  - NHTSA Complaint: 2009 NISSAN VERSA. COIL SPRING  
ON PASSENGER FRONT SIDE SNAPPED AND  
DAMAGED THE TIRE TO BRING A COMPLETE FLAT  
TIRE WHILE DRIVING. \*TR

- 1           • NHTSA Complaint: 2009 NISSAN VERSA. I HAVE A  
2 HISTORY OF COMPLAINS WITH NISSAN ABOUT THE  
3 STEERING. MY COMPLAINT WAS ABOUT A PINGING  
4 NOISE COMING FROM THE FRONT END. YOU COULD  
5 ALSO FEEL THIS PING IN THE STEERING WHEEL.  
6 NISSAN IGNORED THIS COMPLAINT AND EXPLAINED  
7 IT WAS MY ABS CALIBRATING. AS TIME WENT BY  
8 THE NOISE GOT WORST. NISSAN WOULD EVEN  
9 CHARGE ME \$150.00 EACH TIME THEY LOOK AT THE  
10 CAR FOR THIS NOISE AND COULD NOT FIND  
11 ANYTHING WRONG. LAST WEEK NISSAN TOLD ME  
12 THERE IS A PROBLEM WITH THE SPRING MOVING  
13 WHEN THE STEERING WHEEL TURNS. THE SPRING  
14 TIGHTENS AND LOOSENS WITH EACH TURN OF THE  
15 WHEEL. THEY HAVE IDENTIFIED THE PROBLEM AND  
16 HAVE A FIX FOR IT, BUT THEY WANT ME TO PAY FOR  
17 IT. TO ME THIS SOUNDS LIKE A DEFECT IN DESIGN  
18 AND I SHOULD NOT BE LIABLE FOR THE CHARGES,  
19 HOWEVER THEY WONT REPAIR IT UNLESS I PAY FOR  
20 IT. \*TR
- 21           • NHTSA Complaint: 2009 NISSAN VERSA. AT 65 MILES  
22 AN HOUR THE FRONT COIL SPRING ON THE DRIVER'S  
23 SIDE MALFUNCTIONED AND BROKE CREATING A  
24 SHARP EDGE THAT CUT THE FRONT DRIVER'S SIDE  
25 TIRE. THIS CAUSED A BLOW OUT ON THE HIGHWAY.  
26 THE CAR ON EXAMINATION AFTER THE  
27 MALFUNCTION HAD A TOTAL OF THREE BROKEN  
28 COIL STRINGS (TWO FRONT AND ONE REAR), AND  
OTHER DAMAGE TO THE SUSPENSION (TWO STRUTS,  
AND SWAY BARS). VEHICLE WAS TRAVELING ON  
INTERSTATE HIGHWAY AT THE TIME. OPERATOR  
WAS ABLE TO CONTROL VEHICLE AND MOVE TO  
SHOULDER THUS AVOIDING A MAJOR ACCIDENT.  
VEHICLE HAD TO BE TOWED FROM SHOULDER. IT  
APPEARS THESE SPRINGS ARE DEFECTIVE. \*TR
- 29           • NHTSA Complaint: 2009 NISSAN VERSA. THE DRIVER  
30 SIDE FRONT SPRING COMPLETELY BROKE. I WENT TO  
31 THE VEHICLE ONE MORNING AND NOTICED THE  
32 FRONT OF THE CAR SITTING VERY LOW TO THE  
33 GROUND. \*TR

1 GROUND ON THE DRIVER SIDE. ALMOST NOT SPACE  
2 BETWEEN WHEEL AND FENDER. I LOOKED UP UNDER  
3 THE WHEEL WELL AND SAW THAT THE SPRING WAS  
4 COMPLETELY BROKEN. LUCKILY I WAS NOT DRIVING  
5 THIS VEHICLE WHEN THIS HAPPENED. I HAVE SEEN  
6 NUMEROUS COMPLAINTS ABOUT THIS SAME  
7 INCIDENT AND STRONGLY BELIEVE THERE SHOULD  
8 BE A RECALL ON THIS PART. NISSAN BETTER STEP  
9 UP. I AM VERY DISAPPOINTED WITH NISSAN AND  
10 WOULD NEVER PURCHASE ANOTHER ONE EVER  
11 AGAIN. THE VEHICLE STILL HAS NOT BEEN FIXED. I  
12 ORDERED THE TWO FRONT SPRINGS AND WOULD  
13 TRY TO REPLACE THEM THIS WEEKEND. I WILL TAKE  
14 PICTURES AND POST THEM ONLINE. \*TR  
15

- 16
- 17     • NHTSA Complaint: 2009 NISSAN VERSA. DROVE  
18 APPROXIMATING 5 MILES CITY DRIVING GOOD  
19 PAVED STREETS AND FELT SOMETHING NOT RIGHT  
20 WITH SUSPENSION. INSPECTED SUSPENSION PARTS  
21 AFTER REACHING MY DESTINATION TO FIND A  
22 BROKEN RIGHT FRONT COIL SPRING. VEHICLE IS IN  
23 EXCELLENT CONDITION AND NO SIGNS OF RUST ON  
24 ANY PARTS. THIS SPRING BROKE IN THE BOTTOM  
25 COIL. \*TR  
26
  - 27     • NHTSA Complaint: 2009 NISSAN VERSA. AT FIRST I  
28 WAS HEARING "BUMP" NOISES THAT SOUNDED LIKE  
A SWAY BAR ISSUE FOR A COUPLE DAYS. THEN I  
HEARD A NOISE THAT SOUNDED LIKE I RAN OVER A  
BRANCH, EXCEPT THERE WAS NOTHING IN THE  
ROAD BEFORE - OR AFTER. I DROVE ABOUT 100  
MILES HOME ON THE HIGHWAY, STILL THINKING IT  
WAS RELATED TO THE SWAY BAR. AFTER ABOUT 10  
MILES ON THE BACKROADS, IT SOUNDED LIKE I  
SHED A METAL PART. UPON RETRIEVING THE PART  
FROM THE ROAD, IT WAS ABOUT A SEMICIRCULAR  
PIECE OF THE FRONT DRIVER SIDE COIL SPRING  
THAT BROKE FREE. ALL UNIDENTIFIED NOISES ARE  
NOW GONE, AND DEALER FOUND NOTHING WRONG  
WITH SWAY BAR (AFTER \$88 DIAGNOSTIC FEE).  
DEALER QUOTES \$565 FOR REPAIR, EXCEPT THEY

1 CAN'T DO THE REPAIR EVEN IF I WANTED THEM TO.  
2 ACCORDING TO THE DEALER, IT IS A NISSAN  
3 EXCLUSIVE PART, EXCEPT NISSAN IS NOT  
4 CURRENTLY MAKING THE PART AND IT IS ON  
"NATIONAL NISSAN BACK ORDER". THE DEALER  
5 ADVISES THAT "I AM CURRENTLY PAYING MONTHLY  
6 FOR A CAR I CANNOT DRIVE, AND CANNOT REPAIR  
WITHOUT USING JUNKYARD PARTS THAT IN ALL  
7 LIKELY-HOOD WILL ALSO FAIL AT SOME POINT. \*TR  
8

- 9 •  
10 • NHTSA Complaint: 2009 NISSAN VERSA. I DROVE MY  
11 CAR TO WORK FINE THAT MORNING. LEAVING WORK  
12 I HEARD STRANGE CLUNKS WHILE IN THE PARKING  
13 LOT. LOOKED THE CAR OVER BUT DIDN'T NOTICE  
14 ANYTHING. CONTINUED TO DRIVE CAR ON MY  
15 USUAL ROUTE. I WENT OVER A BRIDGE AND MY CAR  
16 BOUNCED TERRIBLY. I MADE IT HOME AND MY  
17 BOYFRIEND FOUND MY DRIVER SIDE COIL SPRING  
18 BUSTED. WAS STILL ABLE TO CAREFULLY DRIVE IT  
19 TO MY MECHANIC AND HE FOUND THAT THE  
20 PASSENGER SIDE SPRING BROKE TOO. READING  
ONLINE I SEE MANY COMPLAINTS ON THIS  
HAPPENING. THERE SHOULD BE NO REASON THEY  
SHOULD BREAK ON SUCH A NEW CAR. THEY ARE  
DEFECTIVE AND HAZARDOUS. I FEEL VERY LUCKY  
MINE BROKE THE WAY THEY DID AND NOT  
PUNCTURE MY TIRE OR LOCK MY STEERING. \*TR  
21 • NHTSA Complaint: 2009 NISSAN VERSA. THE LEFT  
22 FRONT COIL SPRING SNAPPED WHILE PULLING OUT  
23 OF MY DRIVEWAY. COST TO FIX - \$389. NISSAN HAS  
24 33,000 MILES AND IS A FEW MONTHS OUT OF  
WARRANTY. THE SERVICE DEPT MANAGER  
25 ACKNOWLEDGED THE PART AS DEFECTIVE AND  
URGED ME TO CONTACT NISSAN. NISSAN  
26 CORPORATE, AFTER TWO WEEKS OF BACK AND  
FORTH, TOLD ME TOO BAD, NOT THEIR PROBLEM.  
27 \*TR  
28

- 1           • NHTSA Complaint: 2009 NISSAN VERSA. I BACKED UP  
2           MY CAR IN THE MORNING FROM PARKING LOT,  
3           HEARD AN UNUSUAL NOISE. STOPPED THE CAR AND  
4           COULD NOT FIND ANYTHING WRONG. AS I STARTED  
5           DRIVING THE CAR, EVEN THOUGH THE CAR WAS  
6           MOVING AS USUAL A STRANGE NOISE WAS COMING  
7           FROM THE FRONT PASSENGER SIDE. JUST BEFORE  
8           PULLING TO THE NEAREST MECHANIC, SMOKE  
9           STARTED COMING FROM THE CAR AND SOON THE  
10          FRONT PASSENGER TIRE BURST WITH A LOUD NOISE.  
11          IMMEDIATELY PULLED THE CAR TO THE SHOULDER  
12          AND FOUND A BROKEN COIL SPRING FELL ON THE  
13          ROAD . THE SAME ISSUE HAPPENED TO ME COUPLE  
14          OF MONTHS BACK WHERE THE DRIVER SIDE (FRONT)  
15          COIL SPRING BROKE AND POPPED OUT WHEN THE  
16          CAR WAS BACKED UP IN THE PARKING LOT (TIRE DID  
17          NOT BURST AS I WAS ALREADY IN A MECHANIC  
18          SHOP FOR AN OIL CHANGE). I THINK THE NISSAN  
19          VERSA 2009 HB MODEL COIL SPRING HAS AN ISSUE  
20          SPECIALY WHEN THE VEHICLE IS BACKED UP( MAY  
21          BE WITH THE STEERING IN A CERTAIN POSITION).  
22          THIS IS A LIFE THREATENING ISSUE IF SUCH THINGS  
23          HAPPEN IN A HIGHWAY AS THE COIL SPRING BREAK  
24          FOLLOWED BY A TIRE BURST CAN RISK THE LIVES  
25          OF PASSENGERS. \*TR  
26  
27          • NHTSA Complaint: 2009 NISSAN VERSA. I HAD HOPPED  
28          INTO MY CAR TODAY, STARTED IT, PUT IT IN  
REVERSE AND HAD MOVED ABOUT TWO FEET  
BEFORE I HEARD AN EXTREMELY LOUD \*CLUNK\*  
THAT CAME FROM THE FRONT PASSENGER SIDE. I  
IMMEDIATELY STOPPED MY CAR, PUT THE E-BRAKE  
ON, TURNED IT OFF AND GOT OUT TO SEE WHAT HAD  
HAPPENED. AT FIRST I DIDN'T SEE ANY DAMAGE,  
THEN I LOOKED UNDER MY CAR AND SAW A  
CYLINDRICAL CURVED PIECE OF METAL. I PICKED IT  
UP AND NOT KNOWING WHAT IT WAS OR WHERE IT  
CAME FROM I DIDN'T WANT TO MOVE MY CAR  
AGAIN UNTIL I HAD SOME ANSWERS. MY FRIEND  
AND I WALKED TO THE NEAREST GARAGE AND  
SHOWED THE PIECE TO A MECHANIC AND HE

1           QUICKLY DIAGNOSED THE ISSUE: MY PASSENGER  
2 SIDE SUSPENSION COIL HAD SNAPPED OFF AT THE  
3 BASE (ABOUT 6 OR 6.5 INCHES HAD BROKEN FROM  
4 THE BOTTOM OF THE COIL.) THE BREAK IS VERY,  
5 VERY CLEAN--ALMOST LIKE GLASS. THERE WAS NO  
6 SIGN OF RUST OR ANY OTHER SORT OF DAMAGE TO  
7 THE COIL, AND AFTER READING THE MANY  
8 COMPLAINTS ON THIS WEBSITE THAT ARE  
9 IDENTICAL TO MINE I AM THINKING THAT THIS  
10 INCIDENT TODAY WAS ONLY CAUSED BY A  
11 FACTORY MALFUNCTION! I DO NOT DRIVE OVER  
12 BUMPS OR HOLES LIKE A MANIAC, I DRIVE OVER  
13 THEM SENSIBLY JUST AS I'D THINK MANY OTHER  
14 PEOPLE WITH THIS SAME PROBLEM DO ALSO. I AM A  
15 VERY POOR SINGLE MOTHER & COLLEGE STUDENT  
16 AND SOMETHING NEEDS TO BE DONE ABOUT THIS!  
17 SCARY TO THINK ABOUT WHAT WOULD HAVE  
18 HAPPENED HAD I BEEN DRIVING DOWN THE  
19 HIGHWAY. \*TR

- 20
- 21       • NHTSA Complaint: 2009 NISSAN VERSA. TL\* THE  
22 CONTACT OWNS A 2009 NISSAN VERSA. THE  
23 CONTACT STATED THAT WHILE DRIVING 10 MPH,  
24 THE VEHICLE EXHIBITED A CLICKING NOISE WAS.  
25 THE VEHICLE WAS TAKEN TO AN INDEPENDENT  
26 MECHANIC WHERE IT WAS ADVISED TO THE  
27 CONTACT THAT THE COIL SPRINGS NEED TO BE  
28 REPLACED. THE VEHICLE WAS REPAIRED. THE  
MANUFACTURER WAS NOTIFIED OF THE FAILURE.  
THE APPROXIMATE FAILURE MILEAGE WAS 56,835.  
\*TR
  - 22       • NHTSA Complaint: 2009 NISSAN VERSA. I NOTICED  
23 THAT THE CAR WAS LEANING TOWARD THE GROUND  
24 ON THE DRIVER'S SIDE. I DECIDED TO TAKE IT TO  
25 THE DEALERSHIP TO HAVE IT CHECKED OUT. THE  
26 CAR WAS BOUNCY ON THE DRIVE TO THE  
27 DEALERSHIP. THE TECH LOOKED AT IT AND SAID IT  
28 WAS NOT SAFE TO DRIVE BECAUSE THE LEFT FRONT  
COIL SPRING WAS BROKEN. HE SAID THE BROKEN  
COIL COULD BREAK THE BRAKE LINE OR PUNCTURE

1 THE TIRE. THE VERSA HAS NEVER BEEN IN AN  
2 ACCIDENT, IS ONLY 7000 MILES OVER WARRANTY,  
3 AND I CAN'T SEE HOW THE COIL COULD HAVE  
4 BROKEN IF THE PART WAS NOT FAULTY. \*TR

- 5
- 6 • NHTSA Complaint: 2009 NISSAN VERSA. I NOTICED A  
7 STRANGE NOISE COMING FROM THE FRONT AREA OF  
8 MY CAR WHEN I TURNED THE WHEELS OR HIT A  
9 BUMP. I TOOK THE CAR IN FOR A SAFETY CHECK  
10 AND WAS SHOWN THAT I HAD A BROKEN LEFT  
11 FRONT COIL SPRING. UNLESS IT'S DEFECTIVE,I CAN'T  
12 BELIEVE THIS SPRING SHOULD BREAK EXCEPT IN AN  
13 ACCIDENT. \*TR
  - 14
  - 15 • NHTSA Complaint: 2009 NISSAN VERSA. FRONT  
16 DRIVER SIDE SUSPENSION SPRING BROKE WHEN  
17 PULLING OUT OF DRIVEWAY. THERE IS NO VALID  
18 REASON FOR A SUSPENSION SPRING TO SNAP ON A  
19 2009 AUTOMOBILE. THIS CAUSED DAMAGE TO THE  
20 TIRE. THE COST TO FIX THIS ISSUE IS \$700.00 FOR THE  
21 SPRING AND NEW TIRE. WHAT WOULD HAVE  
22 HAPPENED HAD I BEEN ON THE EXPRESSWAY  
23 DRIVING AT 65 MPH? \*TR
  - 24
  - 25 • NHTSA Complaint: 2009 NISSAN VERSA. WITHIN DAYS  
26 OF BUYING THE NEW CAR IN 2009, I NOTICED A  
27 LOUD, CLUNKING SQUEAK AND A POP FROM  
28 AROUND MY FRONT WHEELS WHEN I WOULD MAKE  
A TURN AFTER SLOWING DOWN TO A STOP. THIS  
HAD BEEN HAPPENING DURING THE ENTIRE 3.5  
YEARS THAT I HAVE HAD THE CAR, SO I FIGURED IT  
WAS NORMAL AND HARMLESS BECAUSE THE CAR  
WAS ALREADY DOING IT BRAND NEW (RIGHT NOW  
THERE ARE STILL ONLY 37,343 MILES ON THE  
VEHICLE, I PARK IT IN MY GARAGE, AND IT HAS HAD  
NO ACCIDENTS.) HOWEVER, LAST NIGHT, THE SOUND  
SEEMED TO BE LOUDER AND LOOSER NEAR THE  
FRONT-RIGHT WHEEL. THEN THIS MORNING I DROVE  
OUT OF MY NEIGHBORHOOD AND AS I BEGAN  
ACCELERATING TO 50 MPH, A LARGE PIECE OF  
METAL FLEW OUT VIOLENTLY FROM UNDER MY

1 CAR. I WAS ABLE TO FIND IT IN THE ROADWAY, SO I  
2 BACKED UP AND INSPECTED THE PART. IT IS THE  
3 BOTTOM COIL OF THE COIL SPRING THAT IS OVER  
4 THE RIGHT-FRONT WHEEL. LUCKILY IT DID NOT HIT  
5 ANYBODY BEHIND ME OR CUT MY TIRE. THE METAL  
6 WAS NOT ONLY BROKEN, BUT THE FACE OF THE  
7 BREAK WAS ALREADY SLIGHTLY RUSTED, AS IF IT  
8 HAD BEEN CRACKED FOR A WHILE BEFORE  
9 SNAPPING. \*TR

- 10
- 11 • NHTSA Complaint: 2009 NISSAN VERSA. THE DRIVER  
12 SIDE SPRING OF MY 2009 NISSAN VERSA BROKE  
13 WHEN I WAS PULLING OUT OF THE GARAGE. I HEARD  
14 A BIG BANG AND ASSUMED IT WAS FROM ICE BUILD  
15 UP. I CONTINUED TO DRIVE AND THE VEHICLE  
16 PULLED HARD TO THE LEFT. TURNS OUT THE SPRING  
17 HAD SHEARED PREVIOUSLY (AS RUST HAD BUILT UP  
18 ON THE BREAK POINT) AND IT LET GO AT THAT TIME.  
19 MY DRIVER SIDE STRUT IS BENT AS A RESULT OF  
20 THE SPRING BREAKING. \*TR
  - 21 • NHTSA Complaint: 2009 NISSAN VERSA. LEFT FRONT  
22 COIL SPRING BROKE. CAR WAS PARKED IN GARAGE  
23 AND WHEN IT WAS STARTED IN ORDER TO PULL OUT  
24 OF THE GARAGE, MY BOYFRIEND FOUND AN 8 INCH  
25 PORTION OF THE COIL SPRING - THE BOTTOM PART  
26 OF DRIVER'S SIDE SPRING THAT SITS IN THE SADDLE  
27 OF STRUT, ON THE GARAGE FLOOR. \*TR
  - 28 • NHTSA Complaint: 2009 NISSAN VERSA. WHILE  
DRIVING AT LOW SPEEDS I HEARD A LOUD POP. THE  
VEHICLE SEEMED TO DRIVE FINE BUT THAT  
WEEKEND I TOOK IT IN FOR REGULAR SERVICE AT A  
LOCAL SERVICE SHOP. I ASKED THEM TO CHECK FOR  
THE SOURCE OF THE LOUD POP IN ADDITION TO THE  
NORMAL SERVICE. THEY INFORMED ME THAT NOT  
ONE BUT BOTH OF MY FRONT COIL SPRINGS WERE  
SNAPPED AND THAT I WAS LUCKY THE COIL SPRINGS  
WERE RETAINED ON THE UPPER SUPPORT SHELF AS  
THEY COULD HAVE SLICED A TIRE POTENTIALLY  
CAUSING AN ACCIDENT. THIS VEHICLE HAS 87,000

1 MILES, HAS NEVER BEEN IN AN ACCIDENT, AND IS  
2 ONLY DRIVEN TO AND FROM WORK 90 MILES ROUND  
3 TRIP DAILY ON GOOD HIGHWAYS.. \*TR

- 4
- 5 • NHTSA Complaint: 2009 NISSAN VERSA. DRIVER'S SIDE  
6 FRONT COIL SPRING FAILED WHILE SITTING AT A  
7 STOPLIGHT. FORTUNATELY NOT DRIVING IN TRAFFIC  
8 AT THE TIME. NO REASON GIVEN FOR FAILURE,  
9 VEHICLE ALWAYS KEPT ON PAVED ROADS <43K  
10 MILES. \*TR
  - 11 •
  - 12 • NHTSA Complaint: 2009 NISSAN VERSA. VEHICLE  
13 WANDERS AT SPEEDS ABOVE ROUGHLY 45 MPH.  
14 WANDERING IS SEVERE AT SPEEDS ABOVE 60 MPH.  
15 \*TR
  - 16 • NHTSA Complaint: 2009 NISSAN VERSA. 2009 NISSAN  
17 VERSA HATCHBACK LESS THAN A MONTH THE  
18 ALIGNMENT NEEDED FIXING THE CAR PULLS TO  
19 BOTH SIDES. THE BEGINNING IT GOES TO THE LEFT  
20 THEN PUTTING THE CAR BACK STRAIGHT IT GOES TO  
21 THE RIGHT. IT GETS WORSE WHEN THE CAR GOES  
22 OVER 40 MILES PER HOUR. \*TR
  - 23 • NHTSA Complaint: 2010 NISSAN VERSA. THE SPRING  
24 IN THE DRIVER'S SIDE BROKE AS I WAS BACKING THE  
25 CAR OUT OF THE DRIVEWAY. I HEARD A LOUD NOISE  
26 AND THE FRONT DRIVER SIDE OF MY 2010 NISSAN  
27 VERSA DROPPED. WHEN I LOOKED AT THE WHEEL  
28 WELL, I COULD SEE THE BROKEN SPRING. I HAD THE  
CAR TOWED TO THE NISSAN DEALERSHIP FOR  
SERVICE. THE PASSENGER SIDE SPRING WAS ALSO  
DAMAGED: LARGE CHUNKS OF THE SPRING HAD  
BROKEN OFF, BUT THE SPRING HAD NOT BROKEN  
THROUGH YET. I ONLY HAVE 25,835 MILES ON THE  
CAR. I FOLLOW THE REGULAR MAINTENANCE  
SCHEDULE AT THE NISSAN DEALER. I AM SO  
THANKFUL THAT THIS HAPPENED ON THE  
DRIVEWAY AND THAT NO ONE WAS INJURED.

- 1           • NHTSA Complaint: 2010 NISSAN VERSA. I NOTICED  
2           THAT SOMETHING WAS WRONG WITH "FEEL" OF  
3           RIGHT FRONT WHEEL SO TOOK VEHICLE IN FOR OIL  
4           CHANGE AND TIRE ROTATION AND ASKED SERVICE  
5           TO CHECK ON THAT WHEEL ISSUE. HE CALLED ME IN  
6           TO SEE THAT THE RIGHT FRONT SUSPENSION SPRING  
7           HAD TOTALLY CRACKED AND BROKEN OFF AND  
8           HAD BEEN RUBBING ON THE INSIDE OF THE TIRE  
9           CREATING A DEEP GROOVE IN THE RUBBER. IT WAS  
10          WORN THROUGH AND CLOSE TO PUNCTURING AND  
11          COULD NOT EVEN BE DRIVEN TO A DEALER. THIS  
12          VEHICLE HAS UNDER 37000 MILES ON IT AND HAS  
13          BEEN TOTALLY MAINTAINED AND NOT DRIVEN ON  
14          ANY POOR ROAD SURFACES. THIS WAS A 15 MONTH  
15          OLD TIRE WITH ABOUT 14000 MILES. TOTALLY  
16          DESTROYED IN WHAT WAS A POTENTIALLY LIFE  
17          THREATENING SITUATION DUE TO A FAULTY PART.  
18          NOT NORMAL WEAR AND TEAR FOR SPRINGS. THE  
19          MECHANIC SAID HE SEES THIS SPRING BREAKAGE  
20          ON A LOT OF VERSAS AND THE NISSAN DEALER  
21          ACKNOWLEDGED THAT NISSAN IS "AWARE" OF THIS  
22          PROBLEM! THESE VEHICLES SHOULD BE RECALLED  
23          AND ALL SUSPENSION SPRINGS REPLACED  
24          IMMEDIATELY BEFORE THERE IS A FATAL ACCIDENT  
25          ON THE HIGHWAY. I AM AFRAID TO DRIVE KNOWING  
26          THE LEFT SIDE COULD CRACK AT ANY TIME. I AM  
27          ALSO CONCERNED THAT IF ONLY NISSAN DEALERS  
28          ARE REPORTING THE REPAIRS THAT THEY DO, MANY  
              REPAIRS BY INDEPENDENT MECHANICS ARE GOING  
              UNREPORTED TO NISSAN.
- 22           • NHTSA Complaint: 2010 NISSAN VERSA. I AM HAVING  
23          TO REPLACE MY FRONT-END SPRINGS IN 2010 NISSAN  
24          VERSA DUE TO THE DRIVER-SIDE SPRING BREAKING  
25          AND THE PASSENGER-SIDE BECOMING VERY WORN  
26          AND ABOUT TO BREAK. MY STRUTS AND OTHER  
27          PARTS OF THE SUSPENSION ARE FINE AND I HAVE  
28          NOT HAD TO REPLACE THOSE YET. SINCE I DON'T  
              TOW ANYTHING OR PUT VERY HEAVY ITEMS IN MY  
              CAR, I DON'T SEE WHY I SHOULD REPLACE MY

1 SPRINGS OTHER THAN THAT PART BEING DEFECTIVE.  
2 SPRINGS USUALLY LAST THE LIFE OF THE CAR  
3 UNLESS YOU REGULARLY TOW, DRIVE ON DIRT  
4 ROADS, OR PUT HEAVY ITEMS IN THE CAR. I HAVE  
5 SEEN ONLINE THAT A NUMBER OF VERSA OWNERS  
6 ARE HAVING TO REPLACE THEIR SPRINGS DUE TO  
7 WEAR, WHICH SEEMS SUSPICIOUS.

- 8
- 9 • NHTSA Complaint: 2010 NISSAN VERSA. FRONT  
10 BROKEN COIL SPRINGS. WHEN I TOOK MY NISSAN  
11 VERSA 1.8 S HATCHBACK FOR A REGULAR OIL  
12 MAINTENANCE AND TIRE ROTATION THE MECHANIC  
13 TOLD ME BOTH COIL SPRINGS HAD SNAPPED AND  
14 BROKEN AND IN ALMOST THE EXACT SAME  
15 LOCATION ON THE BOTTOM COIL, MILEAGE ON MY  
16 CAR IS ON 33,400 MILES, AND 4 YEARS OLD. NOT  
17 SURE WHEN THE COILS WERE SNAPPED AND  
18 BROKEN. I SPOKE TO THE NISSAN DEALERSHIP AND  
19 THEY TOLD ME THAT I MIGHT HAVE DRIVEN VERY  
20 HARD OVER THE POT HOLES AND BROKE THEM  
21 MYSELF AND THEY ARE NOT FAULTY PARTS, WHICH  
22 SOUNDS VERY RIDICULOUS TO ME. THIS IS VERY  
23 UNUSUAL FOR A 4 YEAR OLD AND LESS MILEAGE  
24 CAR WOULD HAVE A BROKEN COILS. I HAVE  
25 RESEARCHED ON THE INTERNET AND SAW SEVERAL  
26 PEOPLE COMPLAINING ABOUT THE SAME SITUATION,  
27 HERE IS THE LINK TO THE DISCUSSION FORUMS.  
<HTTP://WWW.NISSANVERSAFORUMS.COM/BRAKES-SUSPENSION/2743-BROKEN-COIL-SPRINGS.HTML>
  - 28 • NHTSA Complaint: 2010 NISSAN VERSA. WHILE  
DRIVING ON A LEVEL ROADWAY AT A SPEED OF  
45MPH I NOTICED A SHARP NOISE COME FROM THE  
FRONT END OF THE VEHICLE. JUST AFTER HEARING  
THIS NOISE I NOTICED THE TIRE MONITOR LIGHT  
ILLUMINATE. I DROVE TO A SAFE AREA AND SAW  
THAT THE DRIVER'S SIDE FRONT TIRE WAS  
COMPLETELY FLAT. I TOOK OFF THE FRONT TIRE  
AND NOTICED A LARGE PUNCTURE IN THE INSIDE  
SIDEWALL OF THE TIRE AND FIGURED I HAD RUN  
OVER A LARGE BOLT OR OTHER ITEM AND CAUGHT

1 IT JUST RIGHT ON THE SIDEWALL. I PUT THE SPARE  
2 ON THE CAR AND CONTINUED TO DRIVE HOME. I  
3 NOTICED THAT THE FRONT OF THE CAR SEEMED TO  
4 HAVE SQUATTED SOMEWHAT AND THE CAR WAS  
5 EXHIBITING A SLIGHT PULL. UPON INSPECTION I  
6 FOUND THAT THE DRIVER'S SIDE COIL SPRING HAD  
7 SNAPPED IT TWO. THIS BROKEN SPRING HAD THEN  
8 PUNCTURED MY TIRE. FORTUNATELY IT DID NOT  
9 IMMEDIATELY CAUSE A BLOWOUT OF THE TIRE. I  
10 SEE NO REASON WHY THIS SPRING SHOULD HAVE  
11 BROKEN. I HAVE SINCE DISCOVERED THAT THIS  
12 VERY ISSUE APPEARS TO HAPPEN QUITE A BIT WITH  
13 THE NISSAN VERSA AND IS DOCUMENTED IN MANY  
14 INCIDENTS ON THE INTERNET. I AM OUTSIDE OF THE  
15 WARRANTY RANGE FOR THE VEHICLE AND WILL  
16 HAVE TO EAT THE COST OF THIS REPAIR. I FEEL  
17 THAT THIS FAILURE IS PROBABLY THE RESULT OF  
18 USING INFERIOR METAL IN THE MANUFACTURE OF  
19 THE SPRING. I HAVE NEVER OWNED ANOTHER CAR  
20 THAT HAD AN ISSUE LIKE THIS. THIS IS NOT A RUST  
21 PROBLEM EITHER. IT IS APPARENTLY METAL  
22 FATIGUE/FAILURE. WHAT WOULD HAPPEN AT  
23 HIGHWAY SPEEDS IF THE TIRE HAD BLOWN? WHO  
24 WOULD ACCEPT RESPONSIBILITY WHEN MY  
25 CHILDREN ARE IN THE CAR AND I AM IN AN  
26 ACCIDENT BECAUSE OF THIS? THERE WAS NO  
27 WARNING. HOW DO I CONTINUE TO DRIVE THIS CAR?  
28 I AM VERY DISAPPOINTED WITH NISSAN OVER THIS  
ISSUE. I DOUBT I WOULD BUY ANOTHER OF THEIR  
PRODUCT BECAUSE OF THIS. I FEEL THEY SHOULD  
TAKE RESPONSIBILITY FOR THEIR FAULTY PRODUCT.  
I HOPE BY MY SHARING MY EXPERIENCE I CAN KEEP  
OTHERS MORE INFORMED.

- NHTSA Complaint: 2010 NISSAN VERSA. DRIVING ON  
FREEWAY RAMP, CAR EXHIBITED AN AUDIBLE  
BANG. IMMEDIATELY FOLLOWING, THE CAR DROVE  
OKAY BUT HAD SLOPPY AND UNRESPONSIVE  
HANDLING. UPON EXAMINATION, THE COIL SPRING  
ON THE FRONT DRIVE SIDE BROKE IN HALF. LUCKILY  
IT JUST MISSED PUNCTURING THE TIRE. \*TR

- NHTSA Complaint: 2010 NISSAN VERSA. 5/18/14 PULLING OUT OF A PARKING SPOT (IN REVERSE) HEARD A HORRIBLE NOISE (GRINDING/CRUNCHING) FRONT LEFT WHEEL. BROUGHT CAR DIRECTLY HOME, BUT EVERY POTHOLE HIT FELT LIKE THE CAR WAS HITTING THE ROAD. 5/20/14 BROUGHT CAR TO MECHANIC TO CHECK OUT FRONT END. WAS INFORMED THAT LEFT SUSPENSION COIL SPRING BROKE. I WAS FORTUNATE THAT IT DID NOT HAPPEN ON THE HIGHWAY OR DAMAGE STRUTS OR TIRE. NEEDED TO REPLACE BOTH COIL SPRINGS AT A COST OF \$544.41. I FEEL THIS IS A DEFECT IN THE COIL SPRINGS. \*TR
- NHTSA Complaint: 2010 NISSAN VERSA. HEARD A LOUD SNAPPING OR CRACKING NOISE AND THEN THE FRONT PASSENGER SIDE OF CAR DROPPED DOWN. HAD TOWED TO LOCAL REPAIR FACILITY AND HAVE BEEN TOLD THAT THE SPRING COIL IN THE STRUT ASSEMBLY WAS BROKEN AND NEEDED TO BE REPLACED. THE CAR IS LESS THAN 4 YEARS OLD AND HAS ONLY 44,000 MILES ON IT. CALLED DEALER AND WAS TOLD THAT IT WAS OUT OF WARRANTY AND DID NOT COVER THIS. I DO NOT BELIEVE THIS PART SHOULD BREAK LIKE THIS AND HAVE BEEN READING THAT MANY PEOPLE HAVE COMPLAINED ABOUT THIS ON-LINE BUT NISSAN WILL NOT HELP. IF I HAD BEEN DRIVING ON THE HIGHWAY WHEN THIS HAPPENED IT COULD HAVE BEEN VERY DANGEROUS. \*TR
- NHTSA Complaint: 2010 NISSAN VERSA. TL\* THE CONTACT OWNS A 2010 NISSAN VERSA. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 15 MPH, A GRINDING NOISE WAS HEARD. THE CONTACT MERGED TO THE SHOULDER OF THE ROAD AND NOTICED IT WAS THE DRIVER'S SIDE FRONT COIL SPRING THAT HAD FALLEN OUT. THE VEHICLE WAS NOT TAKEN TO A DEALER FOR A DIAGNOSTIC. THE MANUFACTURER WAS NOTIFIED

1 OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED.  
2 THE APPROXIMATE FAILURE AND CURRENT  
MILEAGE WAS 28,000.

- 3
- 4 • NHTSA Complaint: 2010 NISSAN VERSA. TL\* THE  
CONTACT OWNS A 2010 NISSAN VERSA. THE  
CONTACT STATED THAT WHILE TURNING AT 20 MPH,  
THE FRONT PASSENGER'S TIRE DEFLATED. THE  
SPARE WAS INSTALLED AND THE VEHICLE WAS  
TAKEN TO AN INDEPENDENT MECHANIC WHERE IT  
WAS FOUND THAT THE PASSENGER FRONT COIL  
SPRING FAILED AND PUNCTURED THE TIRE. THE  
MECHANIC ALSO STATED THAT THE DRIVER FRONT  
COIL SPRING ALSO NEEDED TO BE REPLACED. THE  
VEHICLE WAS NOT REPAIRED. THE MANUFACTURER  
WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE  
FAILURE MILEAGE WAS 56,000.
  - 13 • NHTSA Complaint: 2010 NISSAN VERSA. AS I WAS  
14 DRIVING MY VEHICLE TODAY I NOTICED A CLICKING  
15 NOISE IN THE RIGHT FRONT WHEEL AS I TURNED  
16 LEFT OR RIGHT. NOTHING APPEARS TO BE LOOSE  
\*TR  
17 AND I CAN'T PIN POINT THE ORIGIN OF THE NOISE.
  - 18 • NHTSA Complaint: 2010 NISSAN VERSA. THE COIL  
19 SPRING ON THE FRONT DRIVER SIDE BROKE. IT  
20 DROVE FINE THE DAY BEFORE AND WHEN I CAME  
OUT THE NEXT MORNING AND FOUND IT BROKEN.  
NO ROUGH ROADS OR UNUSUAL DRIVING. \*TR
  - 21 • NHTSA Complaint: 2010 NISSAN VERSA. SINCE  
22 PURCHASE (PRE-OWNED WITH ~28K MILES IN 2/12)  
23 CAR MADE POPPING NOISES AROUND BOTH FRONT  
24 TIRES WHEN TURNING INTERMITTENTLY. HAD IT  
25 LOOKED AT BY LOCAL MECHANIC; COULD NOT FIND  
26 ISSUE. 5.10.13 HEARD LOUD POPPING NOISE WHEN  
27 CAR WAS JUST SITTING IN DRIVEWAY. THAT  
28 EVENING BEGAN TO PULL OUT OF DRIVEWAY TO  
HORRIBLE GRINDING/SCREECHING NOISE. STOPPED  
AND PARKED CAR. TOWED CAR TO LOCAL

1 MECHANIC. BROKEN COIL SPRING WAS DIAGNOSED.  
2 BEGAN RESEARCHING, THIS PROBLEM IS ALL OVER  
3 THE INTERNET WITH OTHERS HAVING THE SAME  
4 ISSUES AT VARIOUS YEARS AND MILEAGES OF THE  
5 VERSA. NISSAN REGIONAL CONSUMER AFFAIRS  
6 OFFICE (KELLY X458169) OFFERED TO REIMBURSE  
7 TOW AND SEND A SERVICE CREDIT FOR \$125.00 BUT  
8 NOT TO ADMIT THAT THERE WAS A LEGITIMATE  
9 PROBLEM WITH THIS PART OF THE VEHICLE AND  
10 WOULD NOT COVER THE ENTIRE COST OR TO  
11 REPLACE THE OTHER ONE, WHICH THE NISSAN  
12 DEALER (THAT I HAD TO TOW TO FROM THE OTHER  
13 MECHANIC) SUGGESTED. THERE ARE A COUNTLESS  
14 PEOPLE THAT HAVE ENDURED THIS DEFECT AND  
15 THERE NEEDS TO BE A RECALL/SERVICE COMPLETED  
16 TO CHECK ALL COIL SPRINGS. THIS IS DANGEROUS.  
17 IF DRIVING AT HIGH SPEEDS IT COULD EASILY  
18 SHRED THE TIRE, CAUSE ONE TO LOSE CONTROL,  
19 AND HURT/KILL PASSENGERS OR OTHER DRIVERS.  
20 NISSAN IS IGNORING THIS ISSUE, NOT TAKING  
21 RESPONSIBILITY FOR FAULTY PARTS, AND JUST  
22 TRYING TO COVER IT UP BY OFFERING CREDITS. I  
23 HAVE A 10 YR OLD HYUNDAI AND A 19 YR OLD FORD  
24 AND HAVE NEVER HAD THIS HAPPEN. IT SHOULD  
25 NOT BE HAPPENING ON A 3 YR OLD VEHICLE WITH  
26 41K MILES. A FEW (OF MANY) LINKS TO  
27 COMPLAINTS:  
28

HTTP://WWW.ARFC.ORG/COMPLAINTS/2008/NISSAN/V  
ERSA/SUSPENSION/PROBLEM.ASPX  
HTTP://WWW.NISSANVERSAFORUMS.COM/BRAKES-  
SUSPENSION/2743-BROKEN-COIL-SPRINGS.HTML  
HTTP://WWW.CARPROBLEMZOO.COM/NISSAN/VERSA/  
FRONT-SUSPENSION-COIL-SPRING-PROBLEMS.PHP  
HTTP://WWW.CARCOMPLAINTS.COM/NISSAN/VERSA/2  
009/SUSPENSION/BROKEN\_COIL\_SPRING.SHTML  
HTTP://WWW.ABOUTAUTOMOBILE.COM/COMPLAINT/  
2009/NISSAN/VERSA/SUSPENSION. \*TR

•

- 1           • NHTSA Complaint: 2011 NISSAN VERSA. MY  
2 DAUGHTER PULLED OUT OF HER PARKING SPOT,  
3 TURNED INTO TRAFFIC AND SPED UP TO 30 MILES AN  
4 HOUR. SHE HEARD A LOAD NOISE AND AFTER  
5 MAYBE A 100' SMELLED SOMETHING BURNING. SHE  
6 PULLED OVER AND CALLED FOR A TOW TRUCK. THE  
7 CAR WAS DROPPED AT A NISSAN DEALERSHIP TO BE  
8 LOOKED AT. WE WERE CALLED A LITTLE LATTER  
9 THAT THE RIGHT FRONT COIL SPRING WAS BROKEN.  
10 I AM HAVING BOTH FRONT COIL SPRINGS REPLACED  
11 AS RECOMMENDED BY THE DEALERSHIP. THEY SAID  
12 THEY HAVE REPLACE COIL SPRINGS ON OTHER  
13 VERSA MODELS FOR PREMATURE BREAKING AND  
14 THAT WAS ONE OF THE REASONS THEY  
RECOMMENDED REPLACING BOTH. IF THIS  
HAPPENED AT HIGHER SPEEDS AND THE COILS WENT  
INTO THE TIRE IT COULD HAVE A CAUSE AN  
ACCIDENT. I LOOKD ONLINE AND THERE ARE MANY  
NISSAN VERSA MODELS WITH LOW MILEAGE WITH  
FAILED COIL SPRINGS.
- 15           • NHTSA Complaint: 2011 NISSAN VERSA. NISSAN  
16 VERSA 2011 HATCHBACK SL. FRONT  
17 RIGHT(PASSENGER SIDE) COIL SPRING SNAPPED AND  
18 HIT AGAINST INNER FENDER. SPRING SNAPPED NEAR  
19 THE TOP OF THE COIL WHERE THE FIRST FULL  
20 DOWNWARD COIL COMES IN CONTACT WITH THE  
21 UPPERMOST END OF THE SPRING. I FIRST NOTICED A  
22 NOISE WHEN BACKING OUT OF THE DRIVEWAY  
23 ONTO THE STREET. OUR LOCAL NISSAN SERVICE  
24 DEPARTMENT SAID, "HAVEN'T HAD THAT PROBLEM",  
25 AND SUGGESTED I CONTACT NISSAN USA WHEN I  
26 INQUIRED ABOUT POSSIBLE COMPENSATION FOR  
27 THE DEFECT. I HAVE NOT RECEIVED AN  
ACKNOWLEDGMENT OR REPLY FROM NISSAN. THE  
LOCAL NISSAN DEALER COULDN'T TELL ME IF THEY  
HAD THE SPRINGS IN STOCK FOR THE REPAIR, BUT IN  
A WAY, WOULD I REALLY WANT THEM? I HAD TO  
PUT TWO, AFTERMARKET STRUT/SPRING  
ASSEMBLIES IN THE CAR TO GET IT BACK ON THE  
ROAD A.S.A.P. CRAZY FOR A CAR WITH 65K MILES ON

1                   ASPHALT ROADS. I FEEL FOR THE PEOPLE WHO HAVE  
2                   HAD TIRES PUNCTURED BY THE BROKEN SPRINGS  
3                   AND I TOO AM STILL CONCERNED ABOUT MY WIFE  
4                   DRIVING THE CAR ON THE INTERSTATE, EVEN WITH  
5                   THE DIFFERENT BRAND STRUTS/SPRINGS.

- 6                   • NHTSA Complaint: 2011 NISSAN VERSA. TL\* THE  
7                   CONTACT OWNS A 2011 NISSAN VERSA. THE  
8                   CONTACT STATED THAT SHE WAS MADE AWARE BY  
9                   AN INDEPENDENT MECHANIC DURING A ROUTINE  
10                  MAINTENANCE THAT THE STRUT MOUNTS WERE  
11                  WORN. THE VEHICLE WAS NOT REPAIRED. THE  
12                  MANUFACTURER WAS MADE AWARE OF THE  
13                  FAILURE. THE APPROXIMATE FAILURE MILEAGE  
14                  WAS 28,000.
- 15                  • NHTSA Complaint: 2011 NISSAN VERSA. TL\* THE  
16                  CONTACT OWNS A 2011 NISSAN VERSA. WHILE  
17                  TURNING THE VEHICLE AT A LOW SPEED, THE  
18                  CONTACT HEARD A LOUD NOISE NEAR THE  
19                  STEERING COLUMN. THE NOISE WAS HEARD FOR SIX  
20                  MONTHS. THE DEALER STATED THAT THE STRUT  
21                  MOUNTS AND SPRING TUBS NEEDED TO BE  
22                  REPLACED. THE VEHICLE WAS NOT REPAIRED AND  
23                  THE MANUFACTURER WAS NOTIFIED. THE  
24                  APPROXIMATE FAILURE MILEAGE WAS 33,000.
- 25                  • NHTSA Complaint: 2011 NISSAN VERSA. WHILE CAR  
26                  WAS SITTING IN DRIVEWAY (GETTING WASHED), I  
27                  HEARD LOUD POP AND FRONT END DROPPED A  
28                  COUPLE OF INCHES. RIGHT FRONT COIL SPRING  
                        SPONTANEOUSLY BROKE. CAR HAS BEEN VERY  
                        GENTLY DRIVEN FOR 3 YEARS, 28,000 MILES. \*TR
- NHTSA Complaint: 2011 NISSAN VERSA. 2011 NISSAN  
                        VERSAS WAS TAKEN INTO THE DEALERSHIP FOR NOT  
                        SHIFTING OUT OF PARK. AT THE TIME, POWERTRAIN  
                        WARRANTY WAS NO LONGER IN EFFECT. DEALER  
                        ADVISED, THAT THE SHIFTER SOLENOID IS NOT  
                        FUNCTIONING AND NEEDS TO BE REPLACED. THE  
                        COST FOR THE SHIFTER SOLENOID IS

1 APPROXIMATELY \$600.00 DOLLARS. I CONDUCTED A  
2 RESEARCH AND DISCOVERED NISSAN HAS THIS  
3 PROBLEM WITH MOST OF THEIR VEHICLES AT LOW  
4 MILEAGE. NISSAN HAS NOT ISSUED A RECALL ON  
5 THE VEHICLE. IN ADDITION, THE SUSPENSION IS  
6 ALSO MAKING NOISES AND HAS BEEN DIAGNOSED  
7 BY AN AUTOMOTIVE TECHNICIAN, WHO HAS  
8 ADVISED THE STRUT NEEDS TO BE REPLACED. THE  
9 VEHICLE MAKES CLICKING NOISES WHEN TURNING  
10 TO THE RIGHT OR LEFT. THE COST FOR OEM STRUT IS  
11 APPROXIMATELY \$ 200.00. I AM HAVING TO MANY  
12 ISSUES WITH THIS VEHICLE AND CONSIDERED TO  
13 TRADE IT IN IF NISSAN DOES NOT RECALL VEHICLES.  
14 \*TR

- 15
- 16     • NHTSA Complaint: 2011 NISSAN VERSA. TL\* THE  
17         CONTACT OWNS A 2011 NISSAN VERSA. THE  
18         CONTACT STATED THAT THE VEHICLE MADE A  
19         KNOCKING NOISE WHEN ATTEMPTING TO TURN IN  
20         EITHER DIRECTION. THE VEHICLE WAS TAKEN TO  
21         THE DEALER FOR DIAGNOSIS WHERE IT WAS  
22         ADVISED TO THE CONTACT THAT THE STRUT  
23         NEEDED TO BE REPLACED. THE VEHICLE WAS NOT  
24         REPAIRED AND THE MANUFACTURER WAS NOTIFIED.  
25         THE APPROXIMATE FAILURE MILEAGE WAS 55,000.

26 \*TR

27     30. Although Nissan was aware of the widespread nature of the  
28 Suspension Defect in the Class Vehicles, and that it posed grave safety risks,  
29 Nissan took no steps to notify customers of the Defect or to provide any relief.

30     31. Customers have reported the Suspension Defect in the Class  
31 Vehicles to Nissan directly and through its dealers. Defendants are fully aware  
32 of the Suspension Defect contained in the Class Vehicles. Nevertheless,  
33 Defendants have actively concealed the existence and nature of the Defect from  
34 Plaintiff and the other Class Members at the time of purchase or repair and  
35 thereafter. Specifically, Defendants:

- 1           a. failed to disclose, at and after the time of purchase or repair  
2           and thereafter, any and all known material defects or material  
3           nonconformities of the Class Vehicles, including the  
4           Suspension Defect;
- 5           b. failed to disclose at the time of purchase or repair that the  
6           Class Vehicles and their suspensions were not in good  
7           working order, were defective, and were not fit for their  
8           intended purpose; and,
- 9           c. failed to disclose and/or actively concealed the fact that the  
10          Class Vehicles and their suspensions were defective, despite  
11          the fact that Defendants learned of such defects as early as  
12          2007, if not before.

13       32. Defendants have caused Plaintiff and the other Class Members to  
14       expend money at their dealerships or other third-party repair facilities and/or take  
15       other remedial measures related to the Suspension Defect contained in the Class  
16       Vehicles.

17       33. Defendants have not recalled the Class Vehicles to repair the  
18       Suspension Defect, have not offered to their customers a suitable repair or  
19       replacement of parts related to the Suspension Defect free of charge, and have  
20       not offered to reimburse Class Vehicle owners and leaseholders who incurred  
21       costs for repairs related to the Suspension Defect.

22       34. Class Members have not received the value for which they  
23       bargained when they purchased or leased the Class Vehicles.

24       35. As a result of the Suspension Defect, the value of the Class Vehicles  
25       has diminished, including without limitation the resale value of the Class  
26       Vehicles. Reasonable consumers, like Plaintiff, expect and assume that a  
27       vehicle's suspension is not defective and will not cause catastrophic loss of  
28       control. Plaintiff and Class Members further expect and assume that Nissan will

1 not sell or lease vehicles with known safety defects, such as the Suspension  
2 Defect, and will disclose any such defect to its consumers prior to purchasing the  
3 vehicle or offer a suitable repair. They do not expect that Nissan would fail to  
4 disclose the Suspension Defect to them, and continually deny the defect.

5 **TOLLING OF THE STATUTE OF LIMITATIONS**

6 36. Plaintiff and the other Class Members were not reasonably able to  
7 discover the Suspension Defect until after purchasing or leasing the Class  
8 Vehicles, despite their exercise of due diligence.

9 37. Despite their due diligence, Plaintiff and the other Class Members  
10 could not reasonably have been expected to learn or discover that they were  
11 deceived and that material information concerning the Class Vehicles and their  
12 suspension was concealed from them. Therefore, the discovery rule is applicable  
13 to the claims asserted by Plaintiff and the other Class Members.

14 38. In addition, even after Class Members contacted Nissan and/or its  
15 authorized agents for vehicle repairs concerning the defective nature of the Class  
16 Vehicles and their front suspension, Plaintiffs and Class Members were routinely  
17 told by Nissan and/or through its authorized agents for vehicle repairs that the  
18 Class Vehicles are not defective.

19 39. Any applicable statute of limitation has also been tolled by Nissan's  
20 knowledge, active concealment, and denial of the facts alleged herein. Nissan is  
21 further estopped from relying on any statute of limitation because of its  
22 concealment of the defective nature of the Class Vehicles and their suspensions.

23 **CLASS ACTION ALLEGATIONS**

24 40. Plaintiff brings this lawsuit as a class action on behalf of himself and  
25 all others similarly situated as members of the proposed Class pursuant to Federal  
26 Rules of Civil Procedure 23(a), (b)(3), and/or (b)(2). This action satisfies the  
27 numerosity, commonality, typicality, adequacy, predominance, and superiority  
28 requirements of those provisions.

1       41. The Class is defined as:

2                   Class: All purchasers and lessees of any 2007 through 2011  
3                   Nissan Versa vehicles who reside in the United States (the  
4                   “Nationwide Class”).

5                   Sub-Class: All Members of the Nationwide Class who  
6                   purchased or leased Class Vehicles in the State of California  
7                   (the “California Sub-Class”)

8       42. Excluded from the Class and Sub-Class are: (1) Defendants, any  
9                   entity or division in which Defendants have a controlling interest, and their legal  
10                  representatives, officers, directors, assigns, and successors; (2) the Judge to  
11                  whom this case is assigned and the Judge’s staff; and (3) those persons who have  
12                  suffered personal injuries as a result of the facts alleged herein. Plaintiff reserves  
13                  the right to amend the Class and Sub-Class definitions if discovery and further  
14                  investigation reveal that the Class and Sub-Class should be expanded or  
15                  otherwise modified.

16       43. Numerosity: Although the exact number of Class Members or Sub-  
17                  Class Members is uncertain and can only be ascertained through appropriate  
18                  discovery, the number is great enough such that joinder is impracticable. The  
19                  disposition of the claims of these Class Members in a single action will provide  
20                  substantial benefits to all parties and to the Court. The Class Members are, inter  
21                  alia, readily identifiable from information and records in Defendants’ possession,  
22                  custody, or control.

23       44. Typicality: The claims of representative Plaintiff are typical of the  
24                  claims of the Class in that the representative Plaintiff, like all Class Members,  
25                  paid for a Class Vehicle designed, manufactured, and distributed by Nissan in  
26                  which the suspension was defective. The representative Plaintiff, like all Class  
27                  Members, has been damaged by Defendants’ misconduct in that he has incurred  
28                  or will incur the cost of repairing or replacing the defective suspension and its  
                related parts. Further, the factual bases of Nissan’s misconduct are common to

1 all Class Members and represent a common thread of fraudulent, deliberate,  
2 and/or negligent misconduct resulting in injury to all Class Members.

3       45. Commonality: There are numerous questions of law and fact  
4 common to Plaintiff and the Class that predominate over any question affecting  
5 only individual Class Members. These common legal and factual issues include  
6 the following:

- 7       a. whether the Class Vehicles suffer from the Suspension  
8              Defect;
- 9       b. whether the Suspension Defect constitutes an unreasonable  
10             safety risk;
- 11       c. whether Defendants know about the Suspension Defect and, if  
12             so, how long Defendants have known of the defect;
- 13       d. whether the defective nature of the Class Vehicles and their  
14             suspensions constitutes a material fact;
- 15       e. whether Defendants had and have a duty to disclose the  
16             defective nature of the Class Vehicles and their suspensions to  
17             Plaintiff and the other Class Members;
- 18       f. whether Plaintiff and the other Class Members are entitled to  
19             equitable relief, including but not limited to a preliminary  
20             and/or permanent injunction;
- 21       g. whether Defendants knew or reasonably should have known  
22             of the Suspension Defect contained in the Class Vehicles  
23             before they sold or leased them to Class Members;
- 24       h. Whether Defendants violated the Consumer Legal Remedies  
25             Act, California Civil Code sections 1750 *et seq.*, as alleged in  
26             this Complaint;
- 27       i. Whether Defendants have engaged in unlawful, unfair, or  
28             fraudulent business practices in violation of California

Business and Professions Code sections 17200 *et seq.*, as alleged in this Complaint; and,

j. whether NNA breached the Class Vehicles' express warranty;

46. Adequate Representation: Plaintiff will fairly and adequately protect the interests of the Class Members. Plaintiff has retained attorneys experienced in the prosecution of class actions, including consumer and product defect class actions, and Plaintiff intends to prosecute this action vigorously.

47. Predominance and Superiority: Plaintiff and the Class Members have all suffered and will continue to suffer harm and damages as a result of Defendants' unlawful and wrongful conduct. A class action is superior to other available methods for the fair and efficient adjudication of the controversy. Absent a class action, most Class Members would likely find the cost of litigating their claims prohibitively high and would therefore have no effective remedy at law. Because of the relatively small size of the individual Class Members' claims, it is likely that only a few Class Members could afford to seek legal redress for Defendants' misconduct. Absent a class action, Class Members will continue to incur damages, and Defendants' misconduct will continue without remedy. Class treatment of common questions of law and fact would also be a superior method to multiple individual actions or piecemeal litigation in that class treatment will conserve the resources of the courts and the litigants and will promote consistency and efficiency of adjudication.

## **FIRST CAUSE OF ACTION**

(Violation of California's Consumer Legal Remedies Act,  
California Civil Code § 1750 *et seq.*)

48. Plaintiff hereby incorporates by reference the allegations contained in the preceding paragraphs of this Complaint.

1       49. Plaintiff brings this cause of action on behalf of himself and on  
2 behalf of the members of the Nationwide Class, or, in the alternative, on behalf  
3 of the members of the California Sub-Class.

4       50. Each Defendant is a “person” as defined by California Civil Code §  
5 1761(c).

6       51. Plaintiff and the other Class Members are “consumers” within the  
7 meaning of California Civil Code § 1761(d).

8       52. By failing to disclose and concealing the defective nature of the  
9 Class Vehicles and their suspensions from Plaintiff and prospective Class  
10 Members, Defendants violated California Civil Code § 1770(a), as they  
11 represented that their Class Vehicles and their suspensions had characteristics  
12 and benefits that they do not have, and represented that their Class Vehicles and  
13 their suspensions were of a particular standard, quality, or grade when they were  
14 of another. *See Cal. Civ. Code §§ 1770(a)(5) & (7).*

15       53. Defendants’ unfair and deceptive acts or practices occurred  
16 repeatedly in Defendants’ trade or business, were capable of deceiving a  
17 substantial portion of the purchasing public, and imposed a serious safety risk on  
18 the public.

19       54. Defendants knew that their Class Vehicles and their suspensions  
20 suffered from an inherent defect, were defectively designed or manufactured,  
21 would fail prematurely, and were not suitable for their intended use.

22       55. Defendants were under a duty to Plaintiff and the Class Members to  
23 disclose the defective nature of the Class Vehicles’ and their suspensions and/or  
24 the associated repair costs because:

- 1           a. Defendants were in a superior position to know the true state  
2           of facts about the safety defects contained in the Class  
3           Vehicles and their suspensions;
- 4           b. Plaintiffs and the Class Members could not reasonably have  
5           been expected to learn or discover that their suspensions have  
6           a dangerous safety defect until after they purchased the Class  
7           Vehicles; and,
- 8           c. Defendants knew that Plaintiffs and the Class Members could  
9           not reasonably have been expected to learn about or discover  
10          the safety defect.

11        56. By failing to disclose the Suspension Defect, Defendants have  
12      knowingly and intentionally concealed material facts and breached their duty not  
13      to do so.

14        57. The facts concealed or not disclosed by Defendants to Plaintiff and  
15      the other Class Members are material because a reasonable consumer would  
16      have considered them to be important in deciding whether or not to purchase the  
17      Class Vehicles, or to pay less for them. Had Plaintiff and other Class Members  
18      known that the Class Vehicles and their suspensions were defective, they would  
19      not have purchased the Class Vehicles or would have paid less for them.

20        58. Plaintiff and the other Class Members are reasonable consumers  
21      who do not expect that their vehicles will suffer from a Suspension Defect. That  
22      is the reasonable and objective consumer expectation for vehicles and their  
23      suspensions.

24        59. As a result of Defendants' misconduct, Plaintiff and the other Class  
25      Members have been harmed and have suffered actual damages in that the Class  
26      Vehicles and their suspensions are defective and require repairs or replacement.

60. As a direct and proximate result of Defendants' unfair or deceptive acts or practices, Plaintiff and the other Class Members have suffered and will continue to suffer actual damages.

61. By letter dated March 17, 2015 and sent via certified mail, Plaintiff provided Defendants with notice of their alleged violations of the CLRA pursuant to California Civil Code Section 1782(a) and demanded that Defendants rectify the problems associated with the behavior detailed above. As of the filing of this complaint Defendants have failed to adequately respond to Plaintiff's demands and have failed to give notice to all affected consumers, as required by California Civil Code Section 1782.

62. Accordingly, Plaintiff seeks an order enjoining the acts and practices described above.

63. Plaintiff additionally seek damages, restitution, statutory and punitive damages, attorneys' fees and costs, and any other relief that the Court deems proper under Section 1780(a) of the CLRA pursuant to Civil Code Section 1782(d), due to Defendants' failure to rectify or agree to adequately rectify their violations as detailed above.

## **SECOND CAUSE OF ACTION**

(Violation of California Business & Professions Code § 17200 *et seq.*)

64. Plaintiff hereby incorporates by reference the allegations contained in the preceding paragraphs of this Complaint.

65. Plaintiff brings this cause of action on behalf of himself and on behalf of the members of the Nationwide Class, or, in the alternative, on behalf of the members of the California Sub-Class.

66. California Business & Professions Code Section 17200 prohibits acts of “unfair competition,” including any “unlawful, unfair or fraudulent business act or practice” and “unfair, deceptive, untrue or misleading advertising.”

1       67. Defendants knew their Class Vehicles and their suspensions suffered  
2 from an inherent defect, were defectively designed and/or manufactured, would  
3 fail prematurely, and were not suitable for their intended use.

4       68. In failing to disclose the Suspension Defect, Defendants have  
5 knowingly and intentionally concealed material facts and breached their duty not  
6 to do so.

7       69. Defendants were under a duty to Plaintiff and the other Class  
8 Members to disclose the defective nature of the Class Vehicles and their  
9 defective suspensions because:

- 10       a. Defendants were in a superior position to know the true state  
11           of facts about the safety defect in the Class Vehicles and their  
12           suspensions;
- 13       b. Defendants made partial disclosures about the quality of the  
14           Class Vehicles without revealing the defective nature of the  
15           Class Vehicles and their suspensions; and,
- 16       c. Defendants actively concealed the defective nature of the  
17           Class Vehicles and their suspensions from Plaintiff and the  
18           other Class Members at the time of sale and thereafter.

19       70. The facts concealed or not disclosed by Defendants to Plaintiff and  
20 the other Class Members are material because a reasonable person would have  
21 considered them to be important in deciding whether or not to purchase  
22 Defendants' Class Vehicles, or to pay less for them. Had Plaintiff and other  
23 Class Members known that the Class Vehicles suffered from the Suspension  
24 Defect described herein, they would not have purchased the Class Vehicles or  
25 would have paid less for them.

26       71. Defendants continued to conceal the defective nature of the Class  
27 Vehicles and their suspensions even after Class Members began to report

problems. Indeed, Defendants continue to cover up and conceal the true nature of this systematic problem.

72. Defendants' omissions of material facts, as set forth herein, also constitute "unfair" business acts and practices within the meaning of California Business and Professions Code section 17200 *et seq.*, in that Defendants' conduct was injurious to consumers, offended public policy, and was unethical and unscrupulous. Plaintiff also asserts a violation of public policy arising from Defendants' withholding of material safety facts from consumers. Defendants' violation of consumer protection and unfair competition laws resulted in harm to consumers.

73. By their conduct, Defendants have engaged in unfair competition and unlawful, unfair, and fraudulent business practices.

74. Defendants' unfair or deceptive acts or practices occurred repeatedly in Defendants' trade or business, and were capable of deceiving a substantial portion of the purchasing public.

75. As a direct and proximate result of Defendants' unfair and deceptive practices, Plaintiffs and Class Members have suffered and will continue to suffer actual damages.

76. Defendants have been unjustly enriched and should be required to make restitution to Plaintiff and the Class Members pursuant to sections 17203 and 17204 of the Business & Professions Code.

### **THIRD CAUSE OF ACTION**

## (Fraudulent Omission)

77. Plaintiff hereby incorporates by reference the allegations contained in the preceding paragraphs of this Complaint.

78. Plaintiff brings this cause of action on behalf of himself and on behalf of the members of the Nationwide Class, or, in the alternative, on behalf of the members of the California Sub-Class.

1       79. Defendants knew or should have known that the Class Vehicles and  
2 their suspensions were defectively designed or manufactured, would fail, and  
3 were not suitable for their intended use.

4       80. Defendants concealed from and failed to disclose to Plaintiff and the  
5 Class the defective nature of the Class Vehicles and their suspensions.

6       81. Defendants were under a duty to Plaintiffs and the Class to disclose  
7 the defective nature of the Class Vehicles and their suspensions because:

- 8           a. Defendants were in a superior position to know the true state  
9               of facts about the safety defect contained in the Class  
10          Vehicles' and their suspensions;
- 11           b. Defendants made partial disclosures about the quality of the  
12          Class Vehicles without revealing the defective nature of their  
13          suspensions; and,
- 14           c. Defendants actively concealed the defective nature of the  
15          Class Vehicles and their suspensions from Plaintiff and the  
16          Class.

17       82. The facts concealed or not disclosed by Defendants to Plaintiff and  
18 the other Class Members are material in that a reasonable person would have  
19 considered them to be important in deciding whether to purchase Defendants'  
20 Class Vehicles or pay a lesser price for these vehicles. Had Plaintiff and the  
21 Class Members known the defective nature of the Class Vehicles and their  
22 suspensions, they would not have purchased the Class Vehicles or would have  
23 paid less for them.

24       83. Defendants concealed or failed to disclose the true nature of the  
25 design or manufacturing defects contained in the Class Vehicles and their  
26 suspensions in order to induce Plaintiff and the Class Members to act thereon.  
27 Plaintiff and the other Class Members justifiably relied on the omission to their

detriment. This detriment is evident from Plaintiff's and the Class Members' purchase or lease of Defendants' Class Vehicles.

84. Defendants continued to conceal the defective nature of the Class Vehicles and their suspensions even after Class Members began to report the problems. Indeed, Defendants continue to cover up and conceal the true nature of the problem.

85. As a direct and proximate result of Defendants' misconduct, Plaintiff and the Class have suffered and will continue to suffer actual damages.

## **FOURTH CAUSE OF ACTION**

(Breach of Implied Warranty pursuant to Song-Beverly Consumer Warranty Act,  
California Civil Code §§ 1792 and 1791.1 *et seq.*)

86. Plaintiff hereby incorporates by reference the allegations contained in the preceding paragraphs of this Complaint.

87. Plaintiff brings this cause of action on behalf of himself and on behalf of the members of the California Sub-Class.

88. Defendants were at all relevant times the manufacturer, distributor, warrantor, and/or seller of the Class Vehicles. Defendants knew or had reason to know of the specific use for which the Class Vehicles were purchased.

89. Defendants provided Plaintiff and the other Class Members with an implied warranty that the Class Vehicles and any parts thereof were merchantable and fit for the ordinary purposes for which they were sold. However, the Class Vehicles were and are not fit for their ordinary purpose of providing reasonably reliable and safe transportation because, *inter alia*, the Class Vehicles suffer from a Suspension Defect that can put the lives of its occupants and other drivers who share the road with them at risk.

90. Defendants impliedly warranted that the Class Vehicles were of merchantable quality and fit for such use. This implied warranty included, among other things: (i) a warranty that the Class Vehicles and their suspensions

manufactured, supplied, distributed, and/or sold by Defendants were safe and reliable for providing transportation; and (ii) a warranty that the Class Vehicles and their suspension would be fit for their intended use while the Class Vehicles were being operated.

91. Contrary to the applicable implied warranties, the Class Vehicles and their suspensions at the time of sale and thereafter were not fit for their ordinary and intended purpose of providing Plaintiff and the other Class Members with reliable, durable, and safe transportation. Instead, the Class Vehicles are defective, including but not limited to the defective design and/or manufacture of their front suspensions.

92. Defendants' actions, as complained of herein, breached the implied warranty that the Class Vehicles were of merchantable quality and fit for such use in violation of California Civil Code sections 1792 and 1791.1.

## **FIFTH CAUSE OF ACTION**

(Breach of Written Warranty under the Magnuson-Moss  
Warranty Act, 15 U.S.C. § 2301 *et seq.*)

93. Plaintiff hereby incorporates by reference the allegations contained in the preceding paragraphs of this Complaint.

94. Plaintiff brings this cause of action on behalf of himself and on behalf of the members of the Nationwide Class, or, in the alternative, on behalf of the members of the California Sub-Class, against NNA only.

95. Plaintiff and the other Class Members are “consumers” within the meaning of the Magnuson-Moss Warranty Act, 15 U.S.C. § 2301(3).

96. NNA is a “supplier” and “warrantor” within the meaning of 15 U.S.C. §§ 2301(4)-(5).

97. The Class Vehicles are “consumer products” within the meaning of 15 U.S.C. § 2301(1).

1       98. NNA's express warranty is a "written warranty" within the meaning  
 2 of 15 U.S.C. § 2301(6).

3       99. NNA breached the express warranty by:

- 4       a. Extending a 3-year/36,000-mile New Vehicle Limited  
       5       Warranty<sup>4</sup> with the purchase or lease of the Class Vehicles,  
       6       thereby warranting to repair or replace any part defective in  
       7       material or workmanship at no cost to the owner or lessee;
- 8       b. Selling and leasing Class Vehicles with suspensions that were  
       9       defective in material and workmanship, requiring repair or  
 10       replacement within the warranty period; and,
- 11       c. Refusing to honor the express warranty by repairing or  
 12       replacing, free of charge, the suspensions or any of their  
 13       component parts and instead, charging for repair and  
 14       replacement parts.

15       100. NNA's breach of the express warranty deprived the Plaintiff and the  
 16 other Class Members of the benefits of their bargains.

17       101. The amount in controversy of Plaintiff's individual claims meets or  
 18 exceeds the sum or value of \$25. In addition, the amount in controversy meets  
 19 or exceeds the sum or value of \$50,000 (exclusive of interests and costs)  
 20 computed on the basis of all claims to be determined in this suit.

21       102. NNA has been afforded a reasonable opportunity to cure its breach  
 22 of written warranty and/or Plaintiff and the other Class Members were not  
 23 required to do so, because affording NNA a reasonable opportunity to cure its  
 24 breach of written warranty would have been futile. NNA was also on notice of

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26       27       28       <sup>4</sup> The New Vehicle Limited Warranty "covers any repairs needed to  
       correct defects in materials or workmanship of all parts and components of each  
       new Nissan vehicle supplied by Nissan except for [certain exclusions or where  
       separate coverages apply]...."

the alleged Defect from the complaints and service requests it received from Class Members, as well as from its own warranty and/or parts sales data.

103. As a direct and proximate cause of NNA's breach of written warranty, Plaintiff and the other Class Members sustained damages and other losses in an amount to be determined at trial. NNA's conduct damaged Plaintiff and the other Class Members, who are entitled to recover actual damages, consequential damages, specific performance, diminution in value, and costs, including statutory attorney fees and/or other relief as appropriate.

## **SIXTH CAUSE OF ACTION**

(Breach of Express Warranty under Cal. Comm. Code § 2313)

104. Plaintiff hereby incorporates by reference the allegations contained in the preceding paragraphs of this Complaint.

105. Plaintiff brings this cause of action on behalf of himself and on behalf of the members of the Nationwide Class, or, in the alternative, on behalf of the members of the California Sub-Class, against NNA only. NNA provided all purchasers and lessees of the Class Vehicles with the express warranty described herein, which became part of the basis of the bargain. Accordingly, NNA's express warranty is an express warranty under California law.

106. The suspension system and its component parts were manufactured and/or installed and/or distributed by NNA in the Class Vehicles and are covered by the express warranty.

107. NNA breached the express warranty by:

- a. Extending a 3-year/36,000-mile New Vehicle Limited Warranty with the purchase or lease of the Class Vehicles, thereby warranting to repair or replace any defect in material or workmanship at no cost to the owner or lessee;

- b. Selling and leasing Class Vehicles with suspensions that were defective in material and workmanship, requiring repair or replacement within the warranty period; and,
  - c. Refusing and/or failing to honor the express warranty by repairing or replacing, free of charge, the suspension or any of its component parts affected by the Suspension Defect.

7       108. Plaintiff and the other Class Members (or the prior owners/lessees  
8 of their Class Vehicles) notified NNA of the breach within a reasonable time  
9 and/or were not required to do so. NNA was also on notice of the Suspension  
10 Defect from, among other sources, the complaints and service requests it  
11 received from Class Members and its dealers.

12        109. As a direct and proximate cause of NNA's breach, Plaintiff and the  
13 other Class Members have suffered damages and continue to suffer damages,  
14 including economic damages at the point of sale or lease, *i.e.*, the difference  
15 between the value of the vehicle as promised and the value of the vehicle as  
16 delivered. Additionally, Plaintiff and the other Class Members either have  
17 incurred or will incur economic damages related to the Suspension Defect  
18 described herein, including but not limited to the cost of repairs.

19           110. Plaintiff and the other Class Members are entitled to legal and  
20           equitable relief against NNA, including damages, consequential damages,  
21           specific performance, rescission, attorneys' fees, costs of suit, and other relief as  
22           appropriate.

## **RELIEF REQUESTED**

24           111. Plaintiff, on behalf of himself and all others similarly situated,  
25 requests the Court to enter judgment against Defendants, and accordingly,  
26 requests the following:

- a. Provide notice, in a form pre-approved by Plaintiff, to all Class Members and, in the notice, offer to repair, without

charge, the Suspension Defect contained in the Class Vehicles;

- b. Provide notice, in a form pre-approved by Plaintiff, to all Class Members and, in the notice, extend the warranty for the Class Vehicles' front suspensions to 10-years/120,000-miles, whichever is later.
  - c. Immediately cease the sale and leasing of the Class Vehicles at all authorized Nissan dealerships without first notifying the purchasers or lessees of the Suspension Defect, and otherwise immediately cease to engage in the violations of the Consumer Legal Remedies Act and Magnuson-Moss Warranty Act as set forth above.
  - d. Damages and restitution in an amount to be proven at trial.
  - e. An order certifying the proposed Class and Sub-Class, designating Plaintiff as named representative of the Class, and designating the undersigned as Class Counsel;
  - f. A declaration that Defendants are financially responsible for notifying all Class Members about the defective nature of the Class Vehicles and their suspensions;
  - g. Any and all remedies provided pursuant to the Song-Beverly Act, including California Civil Code Section 1794;
  - h. An award to Plaintiff and the Class of compensatory, exemplary, and statutory damages, including interest, in an amount to be proven at trial;
  - i. A declaration that Defendants must disgorge, for the benefit of the Class, all or part of the ill-gotten profits they received from the sale or lease of their Class Vehicles, or make full restitution to Plaintiff and Class Members;

- 1 j. An award of attorneys' fees and costs, as allowed by law;
- 2 k. An award of attorneys' fees and costs pursuant to California
- 3 Code of Civil Procedure Section 1021.5;
- 4 l. An award of pre-judgment and post-judgment interest, as
- 5 provided by law;
- 6 m. Leave to amend the Complaint to conform to the evidence
- 7 produced at trial; and,
- 8 n. Such other relief as may be appropriate under the
- 9 circumstances.

10 **DEMAND FOR JURY TRIAL**

11 112. Pursuant to Federal Rule of Civil Procedure 38(b), Plaintiff  
12 demands a trial by jury of any and all issues in this action so triable of right.

13 Dated: May 22, 2015

14 GLANCY PRONGAY & MURRAY LLP

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